

MONKEY BIZNESS

HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes at national, state, and local levels. This includes tracking information provided by the Centers for Disease Control (CDC), government guidelines, local health departments both in Colorado and Kansas, and public health advancements. We will continue to make updates as necessary or appropriate to our protocols and procedures. This program has been developed based on guidance provided by the previously mentioned entities as well as the public health medical professionals and fellows of Johns Hopkins University.

Monkey Bizness believes it is vital to provide a clean and safe active play environment for kids and their families. Our owners care deeply about employee and guest safety. We know that during this time, activities that may otherwise be available are not alternatives. That is why we must strive to provide such an environment for our communities and guests.

When we first decided to close our stores in mid-March, it was with a heavy heart, but we knew it was in the best interest of our employees and community. Shortly after we closed, state and local governments mandated closure of similar facilities. During this time, many of our store owners have chosen to continue to support employees that depend on Monkey Bizness to make a living.

We commend our local officials for making hard decisions to keep our communities safe. We believe these decisions saved countless lives in our communities.

As our community leaders start to sketch out plans to reopen shuttered businesses, Monkey Bizness believes it is every business's responsibility to provide a safe environment for their guests and employees. We know that there will be stumbles as the economy reopens. We are all trying to figure out the "right way" to do things, but the reality is, this is a situation we have never encountered before. We encourage our customers to help us and other small business owners continue to innovate and create safe environments for guests.

Monkey Bizness's mission is to create a fun and safe environment for our community. We look forward to once again being a leader in our communities in providing a place where kids can "monkey around" and families feel safe.

Monkey Bizness Health & Sanitation Program

1 The Guest Journey

The Check-In Process

Contactless Checkin – When guests check in to Monkey Bizness, they are used to signing into their account in our Return Visit system. A Monkey Bizness employee will now check each guest in by asking for their phone number, which kids they have with them, and if they agree to our waiver.



Contactless Payment – Guests will have the option of paying cash and handing it to our employees or using a credit card. In an instance that they wish to use a credit card, our employee will provide the Square card reader and have the guest put in and take out their credit card.

Guest Arrival – Front doors should be propped open when the weather permits.

Appropriate Social Distancing While Waiting – Our employees will check in one guest at a time. If additional guests are waiting to check-in, we will ask that they stand on the various "x" marks that will be 6-feet apart. These should extend to outside the store so that there are enough for at least 6 different parties that may be waiting.

Employee Safety Precautions – All Monkey Bizness employees will be required to wear masks at all times. Monkey Bizness will make masks available to our employees. The CDC advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others.

Temperature Checks – Monkey Bizness employees will use a contactless, infrared forehead thermometer to read the temperature of all guests. Any guest with a temperature over 100°F will not be allowed to enter our seating or play areas.

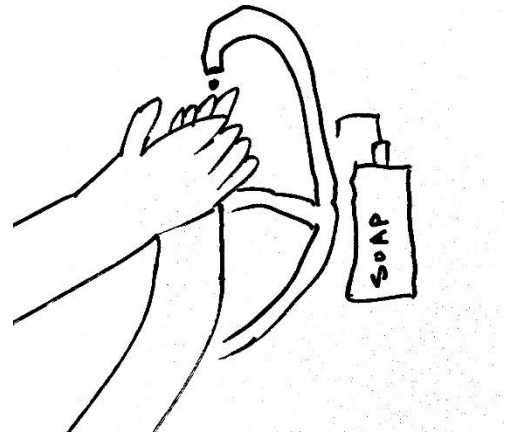
At the beginning of each shift and every 4 hours, each Monkey Bizness employee will also have their temperature taken to ensure it is under 100°F.

Front Door and Desk Signage - There will be health and hygiene reminders throughout the store, including the proper way to wear, handle, and dispose of masks.

- [CDC Washing Hands Signage](#)

Preplay Precautions and Procedures

Washing Hands – Due to the pressing medical need, many businesses are not able to secure hand sanitizer. However, the CDC and Johns Hopkins have said that washing hands is sufficient to reduce the risk of COVID-19. As such, we will be asking all guests (kids and guardians) to wash their hands before entering our play floor.



Wearing Masks – We will support the state and local efforts around wearing masks. Currently, the Governors of Colorado and Kansas have recommended that all people wear masks when going out in public. As such, masks will be required for all guests over the age of 10 in our facilities. We will follow the CDC guidance, which does not recommend masks for kids under the age of 2. For safety precautions, we will not require kids under the age of 10 to wear masks when playing on our play floor.

At some stores, we will make masks available. It is essential to understand the guidance that has been provided regarding masks. Because of the personal protection equipment (PPE) shortage, N95 and other similar masks are needed now by our medical community. As such, the CDC and Tri-County Health has provided guidance for acceptable masks. Our employees will be instructed to follow this guidance.

CDC experts are "advising the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure."

Restroom Social Distancing – Monkey Bizness is asking that groups of guests take turns washing their hands in the restrooms. All of our restrooms are ADA compliant and have multiple sinks. However, only one group of guests at a time should utilize the sink area. We will mark on the floor the proper distance to wait for the restroom. There will be signage on the restroom door, stating that only one group should be in the restroom at a time.

Play Floor and Café Procedures

Teaching kids to social distance is a hard, if not impossible task. Monkey Bizness's goal is to reduce density and put procedures in place to provide as safe an environment as we can.

Washing Hands – Monkey Bizness will require that any guest that leaves the play floor wash their hands before returning to the play floor. Guests that have concerns regarding others not adhering to this rule should talk with our front desk employee. Our employees will be trained to approach guests not adhering to this policy.

Removal of Hand Toys from Playfloor – Our play floors are designed for kids to enjoy multiple play styles. However, during this time, we will remove all smaller toys that may not be practical to sanitize regularly.

Cleaning of Playfloor – All stores will implement procedures to ensure regular cleaning of the play floor every 90 minutes. This may include the need to temporarily close certain sections of the play floor to clean appropriately.

Limit on Total Guests – All of our facilities have limits based on zoning and fire codes. However, during this time, we will adhere to state guidelines on the number of individuals allowed to congregate in one area at a time. This limit will be posted prominently at the front door of all of our facilities. [CDC guidelines for large community events and gatherings should be followed at all times.](#)

If our facilities reach capacity, guests that wish to wait will be directed to remain in their automobiles. Our employees will take down the guest's phone number, ask them to wait in their car, and call them when the facility can accommodate their group.

Café Seating Procedures & Physical Distancing – Our facilities will adhere to the guidelines for restaurants provided by local health authorities. Such guidance has not been released at this time. Monkey Bizness will continually monitor for updated guidance and adjust as needed.

Regardless of procedures, each store will reduce café seating to allow for a minimum of six feet between each seated group of guests. Employees will be trained to ensure that guests do not join tables or alter the setup of the café.

Café Signage – There will be signage in the café area as well as at the front desk, restrooms, front door, and play floor to indicate policies and procedures within this document. This includes facemasks, handwashing, COVID-19 symptoms, and reporting procedures.

Art Room – During the period where social distancing policies are being strictly adhered to, Monkey Bizness will be temporarily closing our Art Rooms. We emphasize that this is a temporary measure we are taking. We ask that all Open Play guests refrain from entering our party rooms unless they are attending a birthday party.

Birthday Party Considerations

Party Packages - Until further guidance dictates that groups of between 50-100 people can congregate, all parties at Monkey Bizness locations will now be private group parties.

Time Between Parties - All Monkey Bizness locations will follow the procedures outlined within this guide. However, stores must ensure that proper cleaning times are allocated between each party. Party schedules will need to be changed so that there are 15-30 minutes between use of the play floor and café so that cleaning procedures can be completed.



Party Exit / Entrance - Monkey Bizness employees should ensure that timing is aligned so that individual parties will enter and exit the facility at staggered times.

Food Safety - Blowing out birthday candles is a huge highlight of every child's birthday. However, based on CDC guidance, people are much more likely to be infected with COVID-19 through breathing in cough and sneeze droplets than touching surfaces. As a result, we will alter how we handle this tradition. Our party hosts will cut a piece of cake for the birthday child and then put the candles on just that piece. The birthday child will then blow out their candles at the head table.

We will also be providing individual cups to children and guests as they enter the room. Each cup will be a different color and have the guest's name written on it, so there will be no confusion about which cup they should drink from.

Child Seating - Where possible, we will put more distance between child seating in our party rooms.

Transition from Party to Play Room - Before entering our party room, we will require that all guests either use hand sanitizer or wash their hands in the bathroom. Once a party leaves the play area, they will not be permitted to go back.

2 Cleaning Guidelines

Monkey Bizness has always been aware that there is an inherent risk of germs in facilities similar to ours. While kids are resilient and most have naturally healthy immune systems, because of their behavior, they are more likely to engage in activities that may spread germs. As such, Monkey Bizness has long had policies and procedures in place to battle things like influenza, the common cold, and other viral bacteria.

We will remain committed to following these procedures and policies. However, as we learn more about COVID-19 and the specific risks it presents, we will make sure that we are enhancing our cleaning methods to ensure that we are addressing these risks.

Products – Each Monkey Bizness owner will ensure they are using products that are recommended by the Environmental Protection Agency that contain Emerging Viral Pathogens and Human Coronavirus claims for use against SARS-CoV-2. A list of such products can be found here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. Alcohol solutions with at least 70% alcohol or diluted bleach solutions may also be used if appropriate for the surface.

Check-In Area / Front Desk

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once per hour. This includes all counter surfaces, front door handles, phones, light switches and retail food sales areas.
- b) Document cleaning on *Cleaning Checklist*
- c) Complete standard cleaning checklist items in addition to the above policy
- d) POS terminals to be assigned to a single employee where possible and sanitized between each user and before and after each shift.
- e) Food preparation stations to be sanitized at least once per hour

Social Distancing Guidelines

- a) Ensure social distancing space markers are visible and not damaged

Bathrooms

Cleaning & Sanitizing Protocol

- a) Sanitize bathrooms at least once per hour. Sanitization procedures should include bathroom counter, sinks, toilet (including seat and handle), soap dispenser, and baby changing areas.
- b) Document cleaning on *Cleaning Checklist*
- c) Complete standard cleaning checklist items in addition to the above policy

Social Distancing Guidelines

- a) Ensure that groups are not congregating while waiting for the restroom
- b) Ensure social distancing space markers are visible and not damaged

Café

Cleaning & Sanitizing Protocol

- a) Dining tables and chairs to be sanitized after each use
- b) All high contact areas, including hi-chairs and half wall railings to be sanitized at least once per hour

- c) Document cleaning on *Cleaning Checklist*
- d) Complete standard cleaning checklist items in addition to the above policy

Social Distancing Guidelines

- a) Ensure tables and chairs have not been moved. All stores should have markings on the floor to indicate where the table should be placed.
- b) Employees to manage physical distancing in the café area

Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or servers
- b) All straws to be wrapped

Food

Guest Considerations

- a) All outside food policies to be suspended until further notice. Guests may bring in their own food and drinks (no alcohol).
- b) No self-serve food available (including snacks). Offerings should be displayed and available from employees only.
- c) Single-use cups for beverages (no refills).

Play Floor

Cleaning & Sanitizing Protocol

- a) Each piece of equipment should be sanitized every 90 minutes.
 - a. Bouncers – Entrances and jumping platform
 - b. Soft Play – Entrances to equipment and slides. All climbing platforms. Exits to slides. All foot platforms. All entertainment boards or rope swings.
 - c. Toddler Areas – All equipment surfaces
 - d. Other inflatables – All entrances and exits. All hand and foot supports. All climbing platforms.
 - e. Other Equipment – All entrances and exits. All foot surfaces. All handholds and rails.
- b) Document cleaning on *Cleaning Checklist*
- c) Complete standard cleaning checklist items in addition to the above policy

Guest Considerations

- a) During cleaning, the individual equipment item being cleaned should not be in use by Guests. Please post signs at the entrances and exit of the equipment, indicating it is closed for cleaning.

3 Employee Responsibility

Preparation and Handling of Food - According to the CDC, "Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently, there is no evidence to support the transmission of COVID-19 associated with food." At this time, there is no evidence that COVID-19 can be transmitted by food or food packaging. Our employees have been trained to comply with local health authority's strict guidance and will continue to adhere to these rules.

Hand Washing - Correct hygiene and frequent handwashing with soap are vital to help combat the spread of the virus. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, entering and leaving the play floor, going on break and before or after starting a shift.

Personal Protective Equipment (PPE) - Appropriate PPE will be worn by all employees in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the store will be required to wear that mask while on property. Disposable gloves will be provided to employees to wear during cleaning and food preparation. Employees are welcome to utilize gloves during all other work activities as well.

Daily Pre-Shift & Timekeeping - Employee meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Store owners should provide a method for employees to track time virtually, from their phones.

Employee & Guest Health Concerns - Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 within our stores to the appropriate county health authority. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a persistent cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the store are instructed to immediately notify their manager (employees) or employees (guests).

Social Distancing - Employees should observe social distancing requirements and recommendations as provided by health authorities at all times. This includes social distancing from guests, service providers, and other employees. Any concerns about other employees

failure to properly adhere to social distancing recommendations should be reported to management.

Employee Training – Employee training will be a vital part of the execution of this plan.

- Review symptoms of COVID-19
- Review employee responsibilities outlined in this document
- What to do if they believe there is a COVID-19 case within the store
- What to do if a customer reports concerns about another customer
- Document and review new check-in procedures
- Social distancing policies and recommendations
- What to do if an employee contracts COVID-19
- Review your sick employee policy & employee temperature requirements
- Review your system of how employees should be timekeeping on their mobile device
- Review PPE requirements for both staff and guests
- Review new café seating requirements
- Review of current cleaning and new cleaning procedures
- How to properly take a guests temperature

4 Monkey Bizness Day Camps

Many stores are choosing to open by offering day camps instead of open play during the week. All of the steps and procedures outlined within this guide should be adhered to. However, there are some additional considerations and actions for camps held at a Monkey Bizness facility.

Drop off & Pick Up – All stores should have designated pick up and drop off areas either outside the front door or at the regular check-in counter. Parents and guardians should not be allowed past this designated area. Before kids are allowed to go beyond this area, their temperature should be checked. There should be markers 6 feet apart indicating where parents should stand while they wait to drop off their child.

Outside Food – Monkey Bizness locations will not serve food during camps other than provide a place for water bottles to be refilled. Campers should be encouraged to bring food from home.

Cubbies – All kids should be assigned a cubby for the week. While kids are in the cubby area, they should be monitored and prohibited from sharing items from their cubbies with other children.

Regular Handwashing – All employees and children should wash their hands at a minimum once per hour. All locations should have a system in place to ensure that handwashing is being completed on a timely basis.