



Twin Oaks Ice Rink, LLC

As the State of New Jersey continues along the road to reopening, we are preparing Twin Oaks Ice Rink with the safety of our customers, staff and families as the most important focus. We are following all CDC, State of New Jersey and our local Health Department guidelines and protocols.

At this time with the State of New Jersey being in PHASE 2 we are making the following changes, modifications and asking our customers to follow the below protocols during our first stage of reopening:

****MODIFICATIONS****

- Although we will be increasing our cleaning and sanitizing procedures, we'd like you to know that we have applied a disinfectant spray throughout our entire facility that has been proven to kill viruses on contact continuously for up to 90 days. This will provide an extra layer of protection for our guests and staff on all touch surfaces inside our building but also including the door handles and railings immediately outside our building.
- We have added more hand sanitizer stations throughout the facility.
- We have also upgraded our building's ventilation system to filters coughs and sneezes, as well as virus and bacteria particles
- Our Employees will be required to wash and sanitize their hands frequently during their shift.
- Our Employees who come into close/direct contact with our guests will be required to also wear a face shield and gloves.
- All locker rooms and water fountains will be closed. We suggest all skaters bring their own personal water bottle for hydration.
- We ask that only one person use each of our café bathrooms at one time unless a parent needs to assist their child.
- Our café and vending machines will initially remain closed
- We will be encouraging all payments for on-ice rentals, programs or other items to be made by check or by credit card using our online service or providing your card information to one of our staff members via phone or email.

****SELF-SCREENING PRIOR TO ENTRY****

- We respectfully request that the following guests not enter the facility:
- Guests who are feeling sick or experiencing cold or flu-like symptoms (including fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea);
- Guests who have been diagnosed with, or believe to have contracted, COVID-19, unless you have had no fever for 72 hours and 14 days have passed since symptoms first appeared
- Guests who have been in contact with an individual diagnosed with COVID-19 within the past 14 days; and
- Guests who have traveled to and/or from the quarantined list of U.S. States on the New Jersey State government web site or traveled internationally in the past 14 days.

****PROTOCOLS****

- Customers will enter and exit through clearly marked doors only.
- Temperature readings will be taken inside our front door. Anyone whose temperature on our forehead reader is over 99.9 degrees will be considered to have a fever and will not be allowed entry.
- Properly worn face masks or coverings are required wear for all skaters, parents, guardians and employees before entering the facility. These must be worn during your entire stay at Twin Oaks Ice Rink. Skaters may however remove their mask just before they enter the ice surface but must put their face mask back on immediately after exiting the ice surface.
- Coaches and instructors will be asked to wear face masks or coverings while giving instruction on the ice.
- No outside food will be allowed although snacks like energy bars and bottled beverages are permitted.
- There will be a limited number of skaters allowed on the ice at one time to allow for safe social distancing.
- There will also be a limit as to how many people will be allowed inside our building at one time so parents or guardians will be required to escort their child through the front entrance doors for the temperature reading then leave the facility through the exit doors and come back to pick up their child waiting outside at the time their session ends.
- All skaters will be asked to arrive at our facility wearing their full equipment. Those who are able to tie their own skates may put them on inside the building at their assigned chair only. We will only allow each skater to bring a small bag inside rather than a large hockey bag.
- Skaters will only be allowed to begin entering the building starting 15 minutes before their scheduled ice time and must leave immediately after their session ends.
- Skaters should not bring valuables inside with them.
- We have chairs placed inside the glass doors that lead to the main rink which are spaced apart to promote social distancing. Skaters are required to use ONLY these chairs to sit and tie up their skates, take off their face coverings and put on their helmets and gloves. Please remain by your chair until given the ok to enter the ice surface.
- Please refrain from warming up, stretching, stick handling or ball playing inside or around the property.
- No SPITTING anywhere inside the rink
- There will be a zero tolerance policy as it relates to wearing masks CORRECTLY COVERING BOTH YOUR NOSE AND MOUTH, social distancing and our protocols stated above. You will be asked to leave if you can't follow them.
- MOST IMPORTANTLY, if you are not feeling well please STAY HOME.

We will continue to update these protocols as we get more information from the CDC, the State of New Jersey and our local health officials. Please understand that Guidelines and Protocols may change at any time the discretion of the above officials or our management team.

We would like to thank you all for your patience and cooperation during this time of uncertainty but know we are very excited to welcome you all back and with having our customers enjoy taking the ice once again.

BE WELL and SAFE!!