**WELCOME BACK TO CASTLE BOWL – 2020**

**DURING THIS TRYING TIME – CUSTOMERS AND STAFF WILL NEED TO WORK TOGETHER TO BE SAFE AND RESPECTFUL OF ONE ANOTHER.**

**AS PER THE REGULATIONS SET BY THE PROVINCIAL HEALTH AUTHORITY AND VIA SPORTS, WE HAVE IMPLEMENTED NEW SAFETY PROTOCOLS AND HAVE HAD TO AMEND OUR OPERATIONS ACCORDINGLY.**

**Our Customers are asked to please cooperate with Management to ensure that your experience on the lanes is both safe and fun for all. Please abide by the following New Rules of Play:**

* **DO NOT ENTER** if you are feeling unwell, regardless of the symptoms or if you have been in contact with a confirmed case of COVID-19 within the last 14 days.
* **MUST** Disinfect your hands prior to entering the center at the hand sanitizing station available. We also ask that you wash your hands regularly.
* Masks are **not mandatory** at this time, but for everyone’s safety and well-being we are **strongly recommending** wearing one while inside the center
* If you have a reservation (**which we prefer**), a staff member will direct you to your designated lane and explain the new safety protocols in place with respect to staying on your designated lane, receiving and disposing of rental shoes and receiving your set of bowling balls and the operation of the scoring system
* We ask you arrive NO More than 5 minutes prior to your league play or scheduled reservation. If having to wait, please abide by the marked areas to maintain the 2 meter distance between people. Unfortunately, this may mean you need to wait outside under the covered area.
* If you **DO NOT** have a reservation, please have **ONE** person in your group enter into the facility and wait at the door for a staff member to assist you. If there is a line up – please use social distancing (2 meters at all times) and patiently wait until a staff member is available to assist you.
* There is now a **MAXIMUM of 6** people PER lane (**INCLUDING spectators of the same party**) – We will be having a vacant lane between groups to allow for social distancing between groups
* You are welcome to use your own bowling balls, HOWEVER, we will provide you with sanitizer before they can be put on the ball rack. If you DO NOT own personal bowling balls, an adequate amount of house balls will be assigned to your lane.
* There will be **NO hand-to-hand contact** with guests or co-workers (no handshakes, no fist pumps, no high fives)
* Bring your own towel if desired but do not share it with others outside of your group
* **Where coaches are utilized**:
* Should maintain physical distancing where applicable
* MUST wear their mask at all times during the coaching process
* Do Not share their equipment with participants
* Must adhere to all return to play protocols
* Customer **MUST REMAIN** at the assigned lane and may only leave to use the washroom or to leave the facility when your bowling is finished. **DO NOT** visit with other people on other lanes
* **DO NOT** bring visitors with you to your scheduled bowling time or league play
* Beverages can ONLY be served to customers who remain seated. Any subsequent orders will be taken by staff and delivered to your bowling area.
* Please DO NOT loiter in the parking lot before or after you have finished bowling
* Please follow all rules and protocols as posted throughout the bowling centre. Please be patient as we adjust to our new protocols and have fun.