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Best Practices for the Industry

Preparing You & Your Business for
Reopening Practices Post Quarantine

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REOPENING GUIDELINES:

Check with local authorities on guidelines specific to your area:

- Show the authorities your guidelines of what you have done so far, and what you will be doing moving forward.
 - See if they have requirements that you need to add.
 - By going to local authorities, you will open up a line of communication to work together. This will help you to open in a manner where you can assure the public and team members that your facility is compliant with local regulations.
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- Clean everything in the building using CDC recommended products.
 - Hold team meetings to educate employees of procedures and what is expected from them.



GETTING THE WORD OUT:

- Use your social media channels to communicate when you will be opening. Include policies and procedures in place for guest and employee safety.
- Use the homepage of your website to communicate that you are opening and include policies and procedures in place for guest and employee safety.
- If you have an email database, send a newsletter outlining your policies and procedures.
- Call any customers who had booked parties to let them know you are open, and make them aware of the new policies and procedures.
- Consider a community-minded program that can tie into a fundraiser. Consider programs for first-responders, teachers, etc.
- Place signage in your window with information on when you will reopen and display information on your safety precautions.
- Make sure you have an ample supply of cleaning materials, gloves and face masks for team members and guests.

WHEN YOUR BUSINESS OPENS:

- Limit entry points into the building. Consider having one door for entry, and another for exiting to ensure best social distancing practices.
- Have a greeter at the entrance to explain the safety procedure.
- Position hand sanitizer throughout the facility.
- Post safety signage throughout the facility.
- Position floor stickers, where necessary, to indicate where customers are expected to line up.
- Have at least one employee on the floor who is the go-to manager when customers have questions on the floor.

- Staff employees near the following areas to clean regularly:

- Arcade Games & Kiosks
- Door Entry Points
- Redemption Counter
- All Customer Touchpoints

- Instill Social Distancing Practices across the following groups:

- Employee to Employee
- Employee to Guest
- Guest to Guest

- If you have a PA system, make sure you use it to let guests know about safety procedures. Can be on tape and played on a loop every 30 minutes.
- Make sure employees are polite and observant when in the building.





NEW PROCEDURES:

- Daily temperature checks for employees.
- Employees wear face masks.
- Gloves for employees that work in the food and beverage areas or provide sanitary services.
- Employees wash hands or use sanitizer every 60 minutes or after contact with a guest.
- Frequent cleaning and sanitizing, especially on “frequent contact surfaces”.
- Hand sanitation stations through-out the building.
- Single-use paper menus or app in restaurant/bar areas.
- Serve food items, beverages, and condiments in to-go or disposable containers or packets.



CLEANING PROCEDURES FOR GAMES:

In order to ensure customer and employee safety, it is recommended that machines are cleaned and sanitized on a regular basis, especially components that are touched frequently like buttons and knobs.

The CDC has provided the following guidance on cleaning and sanitizing equipment:

- Wear disposable gloves and face mask to clean and disinfect machines.
- Disposable gloves should be discarded after each cleaning.
- If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes.
- Clean hands immediately after gloves are removed.

- Cleaning refers to the removal of germs, dirt and impurities from surfaces. It does not kill germs, but by removing them, lowers their numbers and risk of spreading infection.
- Disinfecting refers to using chemicals, for example, EPA-registered disinfectants to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.
- Consider a monthly spray disinfectant and an antimicrobial surface coating service.

CDC GUIDELINES ON ELECTRONICS:

For electronics such as tablets, touch-screens, keyboards, remote controls and ATM machines:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting. If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.



HIGH TOUCH POINT SURFACES:

Below are recommended high touch point surfaces that operators should be cleaning on a daily, even hourly basis.

- Buttons
- Control Panels
- Dart Boards
- Joysticks
- Keypads
- Touchscreens
- Trackballs
- Other surfaces such as game balls, devices for game play, tokens, etc.



ADDITIONAL INFORMATION:

Visit www.cdc.gov or www.epa.gov for a list of CDC and EPA approved disinfectants for COVID-19. Be sure to contact your machine manufacturer directly should you have questions or concerns on disinfecting products safe to use on specific machines.

AMOA has posters and materials to educate customers on safety procedures:
<https://amoa.memberclicks.net/cleaning-and-sanitizing>

* Guidance by the Centers for Disease Control and Prevention.
Visit www.cdc.gov for details.

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(800) 524-2343 | sales@betson.com | www.betson.com