

# WHAT IS GOING ON

The World Health Organization has declared the outbreak of COVID-19 (Coronavirus) as a pandemic. This virus is mainly dangerous for the elderly and for those who have preexisting conditions. Although we have yet to see how widespread the virus is and will become in North Carolina, it is spreading quite quickly and some reports have already been made in the Mecklenburg County area. We are taking every precaution possible to not only be able to stay open but to also ensure every person coming through our door is safe while decreasing the chance of community spread. We hope to continue to provide a safe environment where everyone can enjoy themselves and escape the sometimes scary and stressful world.

For the time being, we will be staying open, but we will update this page and all our social media if this changes. We will not remain open if it becomes at all a risk for our clientele, staff or community.

# WHAT WE ARE DOING TO HELP

## DISINFECTING ROOMS BETWEEN EACH GROUP

We ALWAYS do our best at Out of Time to keep our location clean, but during this period we will be thoroughly disinfecting rooms after each group. This will add time between resets, so we ask that every group show up at least 15-20 minutes before their booking so that we can start on time. This will also decrease the amount of availabilities we have each day, so we advise everyone to book their spaces as soon as possible to ensure they are able to play their desired game.

## HAND WASHING POLICY

From now on, we are asking all of our players to wash their hands before starting their game. It is therefore crucial that you arrive early to have time for this procedure. Our employees will also be washing their hands constantly to avoid the spread of the virus.

## PRIVATE ESCAPE ROOM BOOKINGS

For now, all of our bookings at Out of Time are private at no extra charge. No one will ever be paired with another group, and we implore you to come with friends who you know have not been traveling or in any way have been in contact with anyone with COVID-19.

## HASSLE FREE RESCHEDULING

We normally require 48 hours to reschedule a booking, but we will be changing to give you the ability to reschedule any booking up to 4 hours before a booking begins. We know that everyone is under a lot of stress and we in no way want to increase this.

## CARD PAYMENT

Although we are not banning cash payments, we strongly recommend people to use their card instead. We also request you book your slots through our website. We ask you to follow this procedure in order to avoid spreading the virus through the bills or through unnecessary touching.

## HEALTH CHECKS

We will be sending out emails and text messages to confirm that all members in a booking are healthy and not displaying symptoms 24 hours and 4 hours prior to scheduled appointments.

## TRAINING OUR GAME MASTERS

We are working with our game masters to check up on their health and take some simple steps every morning before coming to work to ensure that they are not at risk of carrying the virus. An announcement of the symptoms has been made within our team and a short manual was provided explaining how to deal with this pandemic.

# WHAT WE NEED YOU TO DO

## STAY HOME IF YOU ARE SICK

If you are at all feeling ill, please stay home. Let us know as soon as possible and give us a call at (704) 997-8345, or e-mail us at [hello@outoftimeescape.com](mailto:hello@outoftimeescape.com). Your health is of the utmost importance.

## FOLLOW THE RIGHT PROCEDURES

We will be less relaxed about allowing a group's time to start late during this period. We know that things come up, but resets between groups will take us additional time for cleaning, so out of respect for other people's bookings, please show up 15 to 20 minutes early to wash your hands and give us time to start your adventure.

Book and pay for your tickets in advance online.

Stay informed on the procedures recommended by the government as well such as avoiding touching your face.

## DO NOT PANIC AND KEEP YOURSELF INFORMED

One of the most dangerous elements of this pandemic is the hysteria that it has caused.

This is an unprecedented event that is happening, and we want everyone to stay as informed as possible. Keep yourself informed by checking out items from viable sources like the World Health Organization and the CDC.

It might seem counter-intuitive, but all you need to protect yourself and others is to keep up clean hygiene and to avoid contact with people who are sick, travellers and big crowds.