



19/03/2020

Dear Townsville Tenpin & Fun Centre Customers,

As you plan on visiting us again, we anticipate that you may have questions or concerns regarding what we are doing to manage the Coronavirus (COVID-19) within our 4 walls. Every day we monitor the <http://www.health.gov.au/> website for updates and best practice. We also monitor the <http://www.who.int/> for further information.

We take our commitment to the safety of all staff and guests extremely seriously. Health authorities tell us to prevent the spread of Coronavirus we must correctly wash our hands frequently, heighten cleaning practices, avoid contact with sick people, refrain from going to work unwell and following regulations regarding the number of people gathered in the venue. All of our actions are based around these practices.

This is our current situation based on what we currently know:

- We are reminding ALL employees to wash their hands frequently. Signage has been posted around the centre and hand sanitizer has been made available.
- For guests, we are posting hand washing signage and providing sanitizer. Children's birthday parties will have hand washing added to the list of actions
- We are investing in more cleaning, disinfecting and sanitation products and practices. High touch surfaces being a priority.
- Additional cleaning and training practices are also being reinforced and implemented for all team members.
- Staff have been advised that they must not come to work if feeling unwell. We ask the same of our guests.
- Session times have been developed and implemented to ensure the numbers of guests remain within the allowable Government guidelines. Door counters have been installed and staff will carry out regular head counts to further our actions to keep numbers within the legal requirements.

You will notice staff continually cleaning all surfaces, arcade equipment and other areas. Best practice will be strictly enforced, and management are working diligently to ensure your safety in these difficult times.

We appreciate your patronage and loyalty to Townsville Tenpin & Fun Centre. We are committed to implementing recommendations from the health authorities to give you peace of mind as you visit our venue now and in the future.

We look forward to seeing you soon,

*Jane Barnes*

Jane Barnes

Venue Manager

Townsville Tenpin & Fun Centre