

The background image shows an indoor theme park with a roller coaster track in the foreground, featuring yellow and purple tracks with green safety fencing. The floor is covered in a patterned carpet with the park's name. In the background, there are other rides and a sign that says 'DARK'.

# MALIBU JACK'S

INDOOR THEME PARK  
EAT • BOWL • RACE • PLAY

## RE-OPENING SAFETY GUIDE

# CLEAN & SAFE FUN FOR EVERYONE!

The Malibu Jack's team has been hard at work during our temporary closure to prepare for the return of our guests. With the help of industry experts, we have put together a list of best practices to help ensure that all guests and team members have clean and safe fun!

All procedures are subject to change as new regulations and guidelines are provided. When guidelines are updated Malibu Jack's will communicate them to guests via website, social media, e-mail, in-store signage, and/or updates to this document.

All team members will have preliminary and continual training on the best hygiene and social distancing practices. We ask that guests adhere to our guidelines so that we can all stay healthy and have fun! We are all in this together!

## MALIBU JACK'S RESPONSIBILITIES



### **REDUCED OCCUPANCY**

Maximum occupancies will be limited to 50% of rated capacity. Individual attractions will have reduced occupancy allowances which are explained within this document and will be posted at each attraction to ensure compliance.



### **DESIGNATED ENTRANCES & EXITS**

Malibu Jack's will have designated doors for entering and exiting the building. Signage upon entry will highlight Malibu Jack's guidelines to ensure the fun and safety of our guests. We ask that all guests uphold our guidelines so that we can stay safe together.



### **MASKS REQUIRED FOR TEAM & GUESTS**

All Malibu Jack's team members are required to wear masks. Guests age 6 and older are required to wear masks. Masks must be worn at all times for guest and team member safety.



### **INCREASED SANITATION STATIONS**

Malibu Jack's will feature sanitation stations on the main walkways throughout each facility. The stations are for guests and team members to use as needed. Guests are recommended to sanitize hands before and after using any game or attraction.





### **INCREASED SANITIZATION OF TOUCHED SURFACES**

High-contact surfaces throughout Malibu Jack's will be wiped down with a sanitizing agent. Malibu Jack's will have a dedicated sanitization team focused on these high-contact surfaces. Additionally, all Malibu Jack's team members will be tasked with the sanitization of their work areas and attractions, ensuring added focus to sanitization measures.



### **\*NU-CALGON ANTIVIRAL AIR FILTER**

Installed air purification system that has been tested to treat against viruses and bacteria to better protect guests and employees. Kills mold, bacteria, and viruses. Reduces allergens, odors and smoke. \*Louisville location only.



### **TEMPERATURE CHECKS FOR TEAM**

All Malibu Jack's team members will be required to have their temperature taken daily upon check-in. If a team member's temperature is 100.4°F or higher (per CDC guideline), the team member will be sent home until they are fever or symptom free.



### **SOCIAL DISTANCING**

All team members and guests must practice 6' social distancing as recommended by the CDC and local health authorities. To assist with social distancing measures, signage throughout our facilities will promote the recommended 6 feet of spacing. Each attraction may have certain limitations, as explained within this document, to uphold social distancing measures.



### **VISIBLE SIGNAGE**

Malibu Jack's signage will be strategically placed throughout our facilities to communicate standards in place. Signage will be evident throughout the venue, from social distancing floor decals to signage stands/banners reminding guests of our procedures. Additional signage will be present at each attraction.

## GUEST RESPONSIBILITIES

Our goal is clean and safe fun for everyone! We kindly ask our guests to adhere the following responsibilities to ensure a clean, safe, and fun visit at Malibu Jack's:



### **PLEASE STAY HOME IF YOU ARE SICK**

Please stay home if you or a family member is not feeling well. We are excited for you to return when you're feeling better.



### **MASKS REQUIRED**

Guests age 6 and older are required to wear masks. Masks must be worn at all times for guest and team member safety.



### **SNEEZE & COUGH INTO YOUR ARM**

Please be sure to avoid touching your face and kindly cover your mouth and nose when coughing or sneezing.



### **KEEP YOUR HANDS CLEAN**

Please wash your hands periodically and properly while at Malibu Jack's. Guests are recommended to sanitize hands before and after using any game or attraction.



### **KEEP YOUR DISTANCE**

Please remember to adhere to social distancing guidelines. While floor markers will denote where to stand where typical queuing lines occur, it is our collective effort to uphold the recommended 6 feet. Families are encouraged to stay together in queues and throughout their visit.

## **ATTRACTION PROCEDURES**

Each attraction within Malibu Jack's will have certain requirements to maintain social distancing and sanitization protocols. The requirements for each attraction vary based on capacity, distance to another person, common touch points, anticipated queues, and more. We ask that our guests understand and comply with each guideline to ensure clean and safe fun for everyone. Protocols are subject to change as new regulations and guidelines are provided.

### **WELCOME DESK STANDARDS**

- Malibu Jack's team members will be stationed at every other point of sale station to allow for separation of teammates and queues.
- Plexiglas sneeze guards will be installed at the point of sale stations.
- Self-service kiosks are available and will be positioned near the welcome desk to allow for a no-contact purchase.
- Point of sale stations, kiosks, and the welcome desk will be sanitized regularly.
- Queue line spacing will include floor decals to promote the recommended 6 feet of social distancing.
- Self-grab marketing materials will be temporarily moved to request only to limit the sharing of paper materials – please feel free to ask us if you wish to review any informational or party package brochures.

### **GO-KART STANDARDS**

- Queue line spacing will include floor decals to promote the recommended 6 feet of social distancing.
- The attraction podium, entrance/exit gates, queuing lines and height signs will be sanitized regularly.
- Attraction play card swipers have been relocated. Guests will swipe their own play card before using this attraction.

### **LASER TAG STANDARDS**

- Occupancy will be limited to 50% of capacity.
- To promote social distancing guidelines, guests will be asked to stand in designated areas during Laser Tag briefing before each match.
- All primary touch points on vests and blasters will be sanitized after each session.
- The attraction podium and entrance/exit doors will be sanitized regularly.
- Queue line spacing will include floor decals to promote the recommended 6 feet of social distancing.
- Attraction play card swipers have been relocated. Guests will swipe their own play card before using this attraction.

## **ARCADE STANDARDS**

- A special sanitization team will be cleaning games continually, all day long. All other team members and managers will clean and sanitize arcade games when possible.
- Guests are recommended to sanitize hands before and after using any arcade game.
- Certain games may be turned off or deactivated (such as self-serve VR games where headsets are required to play).
- Increased space around arcade game units where possible.

## **MALIBU GOLF STANDARDS**

- All equipment will be stationed behind the podium. Team members will distribute clubs, balls, pencils, and scorecards.
- All primary touch points will be sanitized after every use, including balls and clubs. The attraction podium and course obstacles will be sanitized regularly.
- Attraction play card swipers have been relocated. Guests will swipe their own play card before using this attraction.

## **ROLLER COASTER STANDARDS (TWIST N' SHOUT & WAVE RIDER)**

- All primary touch points will be sanitized regularly, including seats, restraints, seat belts and handrails.
- Queue line spacing will include floor decals to promote the recommended 6 feet of social distancing.
- Attraction play card swipers have been relocated. Guests will swipe their own play card before using this attraction.

## **XRIDER 4D THEATER STANDARDS**

- Only one group or household will be permitted to ride in the same session (ex: a family can ride together but individuals from multiple groups must take turns riding individually).
- All primary touch points will be sanitized after each ride, including handrails, seat belts, seats, and 3-D glasses.
- The attraction podium will be sanitized regularly.
- Attraction play card swipers have been relocated. Guests will swipe their own play card before using this attraction.

## **XD DARK RIDE STANDARDS**

- Use of only every other seat will be permitted per ride, unless one group or household chooses to ride.
- All primary touch points will be sanitized after each ride, including seat belts, seats, blasters, and 3-D glasses.
- The attraction podium will be sanitized regularly.
- Attraction play card swipers have been relocated. Guests will swipe their own play card before using this attraction.

### **SPIN ZONE BUMPER CARS STANDARDS**

- All primary touch points will be sanitized after every ride, including seats, steering handles, seat belts, fiberglass body, and tubing.
- The entrance/exit gates and queuing lines will be sanitized regularly.
- Queue line spacing will include floor decals to promote the recommended 6 feet of social distancing.
- Attraction play card swipers have been relocated. Guests will swipe their own play card before using this attraction.

### **VIRTUAL REALITY STANDARDS**

- All primary touch points will be sanitized after every use, including handheld controllers and headsets, which follows our standard operating procedures.
- The attraction podium will be sanitized regularly.
- Attraction play card swipers have been relocated. Guests will swipe their own play card before using this attraction.

### **THE SANDBAR & BOWLING STANDARDS**

- Occupancy will be 50% capacity including the bar area.
- Operating every other lane (6 guests maximum per lane).
- Each lane open will have its own dedicated bowling ball racks with clean sanitized balls as well as its own private seating area.
- Bowling balls, shoes, seating area will be sanitized after each use.

### **BOUNCE BEACH KID'S ZONE STANDARDS**

- 45 minute sessions will occur periodically throughout the day. Session schedule will be posted at the attraction entrance.
- Price per session is \$5 per child.
- Guests may not come and go during their session. No re-entry once the session begins.
- Number of guests per session will be limited and will not exceed 50% capacity.
- Play structures will be cleaned between sessions.

### **PARTY ROOM STANDARDS**

- Parties must be booked by phone or email.  
Lexington: (859) 687 - 0401 [lexington@malibujacks.net](mailto:lexington@malibujacks.net)  
Louisville: (502) 883 - 0380 [louisville@malibujacks.net](mailto:louisville@malibujacks.net)
- Occupancy will be limited within each room (room size varies by venue).
- Time intervals between parties have been increased to allow for a more thorough sanitization of the room.
- Food will be served in disposable containers and served with disposable utensils.