



## **COVID-19 Safety Plan**

As the health and safety of our customers and our staff remains a top priority, Frozen Ropes is following the COVID-19 safety standards provided by the NY State and Local Departments of Public Health. Here is a summary of the additional guidelines that we have put in place:

### **Facility:**

- Advanced reservations are required. We will not be allowing walk-ins at this time.
- All customers are required to wash hands or use hand sanitizer before checking in.
- We can now accept Venmo or PayPal as an alternative to cash or check.
- Frozen Ropes reserves the right to not admit any players exhibiting COVID-19 symptoms.
- We are limiting the total number of people within the facility based on state guidelines.
- We have marked a 6 foot safe zone between customers and our front desk staff as well as between customers in the seating area.
- There is a maximum of 5 customers per tunnel for rentals.
- No more than 1 parent or guardian can accompany a player into the facility.
- The water fountain is no longer available. Water bottles are available for purchase.
- All customers are required to wear their own clearly marked face coverings and are required for all indoor activities. Custom masks are available for purchase.
- Hand sanitizer is available to all players and must be used when hand washing is not possible. We highly recommend that each player also brings their own personal hand sanitizer. Personal hand sanitizers are available for purchase.
- Pitching machines, hitting tees and other equipment will be disinfected nightly.
- Touched surfaces (doors, bathroom fixtures, etc.) will be disinfected regularly.

### **Player Equipment:**

- Players are required to bring their own equipment. Frozen Ropes will not provide gloves, batting gloves or helmets. Some equipment is available for purchase.
- Players are required to bring their own baseballs and softballs.
- Players will not be allowed to share personal equipment including gloves, bats, batting gloves, helmets, water bottles, masks and other equipment.

### **Staff:**

- Staff temperatures will be checked with a non-contact thermometer.
- Staff will not be allowed to work if they are displaying COVID-19-like symptoms.
- Staff is required to wear face coverings for all indoor activities.
- Staff is required to wash hands or sanitize between each customer. As always, we are committed to answering any questions that you may have including those about our safety measures. We look forward to seeing you soon!