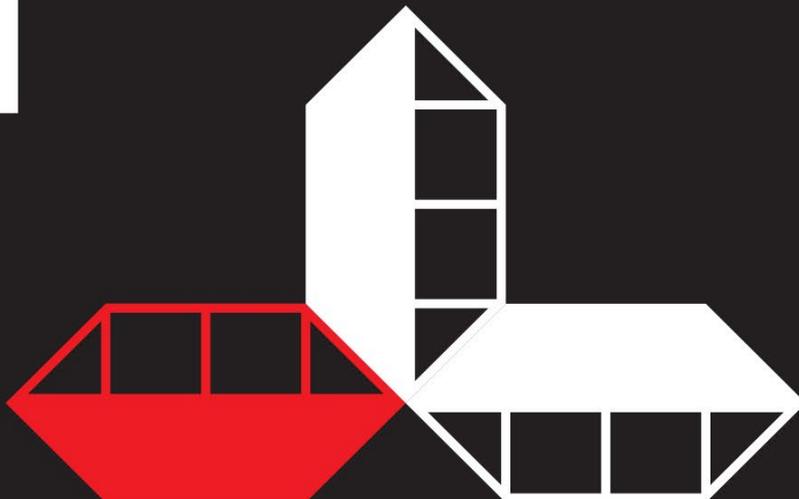




VR ARCADE



# PROTOCOL 1.5 METERS





## Preface

On Sunday evening March 15, the VR Arcade closed its doors by order of the government. As of June 1, we can once again welcome guests. With appropriate measures, of course, to ensure safety for both staff and guests. This protocol serves as a guide for all VR Arcade sites to reopen in a safe and responsible manner. This manual has been updated and adapted to the tightened measures that will be in effect from October 14 at 10 pm.

Hospitality is one of the core values of VR Arcade. This is why we think it is extremely important that both guests and the staff of VR Arcade are and feel safe. We strive to follow the guidelines of the RIVM as well as possible and offer guests and staff every possible means for this. The current RIVM guidelines on health and hygiene form the basis of this protocol and are strictly adhered to. Based on new insights from RIVM, adjustments to the protocol may prove necessary. The same applies to insights arising from feedback from enforcers, guests and / or staff. We will collect these continuously and adjust our procedures accordingly.

So in case of any questions contact the (sr.) host in the arcade or send an email to [info@vrrcade.nl](mailto:info@vrrcade.nl).

## Summary of measures

The following additional measures have been taken in all arcades. These measures are explained in more detail later in the document.

- 1) We only allow guests who have made a reservation. The maximum group size is 4 persons.
- 2) Upon entering, the (sr.) Host will inquire about the health of the guests.
- 3) Upon registration, guests must confirm their health.
- 4) The (sr.) Host will ensure that guests observe a distance of one and a half meters to each other and staff.
- 5) To ensure a distance of one and a half meters and hygiene, various items are taped with clear tape, such as the bar and pool table.
- 6) To remind guests of the general regulations of RIVM, stickers are strategically placed.
- 7) The toilets are equipped with a push button so that other guests know that it is occupied.
- 8) In addition to the fact that we have always clean the VR gear thoroughly after every session / group, we now also do this with our furniture / arcade games in the lobby and toilets.
- 9) There are disinfectant hand gels in several places in the lobby that guests can use.
- 10) Gloves and mouth masks are available in our arcades. Mouth masks are mandatory and we recommend the gloves to use while playing. Hand tracking is used in Amsterdam and the use of gloves is mandatory.
- 11) During the play session you can see each other in VR. We have a total space of approximately 200 m<sup>2</sup>, so there is enough space to avoid each other.



## 1. Regulations

From 1 June 2020 VR Arcade will open its arcades in Amsterdam, Delft and Helmond again. This decision is based on the measures announced by the Government on 6 and 19 May 2020. It states that catering establishments may reopen from 1 June, provided they meet the conditions. These conditions are as follows and come from the Government and from the RIVM guidelines:

- one and a half meters apart;
- receive a maximum of 30 guests (excluding staff);
- stay at home with a cold;
- wash hands regularly.

In addition, guests must book in advance and no more than thirty people may be present in the arcades. Per October 14 the maximum group size is 4. Also mouth mask are mandatory, for personnel as for visitors.

VR Arcade belongs to catering establishments based on the groups defined by the Government and which can also be found in the fact sheet in Appendix 1. This is due to the fact that all arcades have a catering license and also meet the reservation policy and allow the maximum number of visitors.

## 2. Measures

### 2.1 Reservations

At VR Arcade, we have been working with reservations and play sessions with fixed time slots since the beginning. You can book online in advance, making the reservation visible in our system and the time slot is no longer available to other guests, this is done in real time.

It is also possible to make a reservation at the door. When guests come to VR Arcade, based on the reservation system, it can be seen whether time slots are available

The same procedures apply for both online reservations and reservations at the door.

### 2.2 Check-in upon arrival

RIVM has compiled an extensive list of risk groups. We must recognize that our staff have no medical background or the means available to test guests against this. We assume that guests themselves take the responsibility to come to our arcades. We offer all guests who are indoors the same safety in accordance with the regulations of the RIVM.

What the staff of VR Arcade can do is ask guests upon arrival about health complaints and whether they and / or housemates are free of complaints for at least 24 hours. Health complaints means; fever (38 degrees or higher), dry cough, fatigue, coughing up phlegm, and tightness.

The (sr.) Host will also point out to the guests that in addition to the usual check-in procedure, it must also be indicated that there are no health complaints. There will be a checkbox with the following text:

*"I hereby declare that I have no health problems for at least 24 hours related to fever (38 degrees or higher), dry cough, fatigue, coughing up phlegm and shortness of breath."*

## 2.3 Hygiene and a meter and a half distance

The Arcades always work with disinfection spray to keep the VR gear clean after every session. Cleaning surfaces and the catering industry is no different from normal, but we will carry out after each group.

### 2.3.1 RIVM guidelines and VR Arcade guarantees

	<b>RIVM guidelines</b>	<b>Guarantee VR Arcade</b>
1	Everyone keeps 1.5 meters distance (the exception to this are people who form a joint household and pairs. From three persons onwards, the team is maintained, which is why pairs that do not form a joint household can also be within 1.5 meters of each other).	<ul style="list-style-type: none"> <li>- (sr.) host will supervise this.</li> <li>- People are made aware of this by means of stickers.</li> <li>- Bar / pool table are protected by clear tape.</li> <li>- WCs are equipped with 'busy' button.</li> </ul>
2	Cough and sneeze in the inside of your elbow. Use tissue paper to blow your nose and then throw it away in a lockable trash can.	<ul style="list-style-type: none"> <li>- Tissues are available in several areas in the lobby.</li> <li>- There are several lockable trash cans available.</li> </ul>
3	Wash your hands regularly.	<ul style="list-style-type: none"> <li>- There are various disinfecting hand gels available.</li> </ul>

### 2.3.2 Additional measures VR Arcade

- Targeted hygiene after every use of touchscreens or interactive equipment.
- Furniture and arcade games in the lobby are cleaned after each group.
- The toilet can be used. When visiting the toilet, the guest must first press a button with his / her elbow. This tells other guests that the toilet is occupied or not. After each group, the toilet is cleaned by the staff. The toilet will also be periodically checked and kept clean.
- Guests are assigned lockers from the staff so that they can be disinfected after their visit.
- Guests must take their order and collect it from the bar. For this they must remain behind the tape so that the correct distance is guaranteed.
- It is not possible to use the pool table. Guests touch the balls, the cue and sometimes even sit on the felt. The hygiene measures cannot be maintained and this is therefore covered with tape.
- Vinyl gloves are available for guests who wish to use them. For Amsterdam this is mandatory during the session due to the hand tracking. Appendix 2 describes how to properly pull these off.
- It is only possible to pay by pin, nothing has been changed.

### 2.3.3 Guarantee compliance protocol

Proper adherence to this protocol is very important to ensure the safety of guests and staff. This is addressed in the front by notifying staff of this protocol, explaining it by location managers, and having a physical version available in the arcades. In addition, the location managers, the regional manager and the management will periodically carry out random checks on compliance with both guests and staff.

If the checks show that things are not going well, we will act immediately and we will investigate whether the protocol needs to be tightened up.

## Landelijke maatregelen tegen het coronavirus

Per 29 september 18.00 uur gelden de volgende maatregelen:

<p><b>Binnen en buiten</b></p> <p> <b>Gezelschappen</b> tot maximaal 4 personen, zowel binnen als buiten.</p> <p> <b>Binnen</b> totaal maximaal 30 personen.</p> <p> <b>Buiten</b> totaal maximaal 40 personen.</p> <p><small>Uitzonderingen gelden voor onder andere uitvaarten, detailhandel en scholen. Voor culturele instellingen kunnen lokaal uitzonderingen worden gemaakt.</small></p> <p> <b>Op doorstroomlocaties</b>, bijvoorbeeld musea en monumenten, geldt: bezoek op basis van een reservering per tijdsvak.</p> <p> <b>Contactberoepen:</b> klanten worden gevraagd zich te registreren.</p>	<p><b>Thuis</b></p> <p> <b>Voor bezoek thuis</b> geldt: maximaal 3 personen (exclusief kinderen t/m 12 jaar).</p> <p> Kom je terug uit een gebied met een oranje reisadvies vanwege corona, dan ga je <b>10 dagen in thuisquarantaine</b>. <small>Kinderen t/m 12 jaar mogen wel naar de kinderopvang, school en sport.</small></p> <p><b>Werk</b></p> <p> <b>Werk thuis</b>, tenzij het niet anders kan.</p> <p><b>Vervoer</b></p> <p> <b>Beperk</b> je aantal reizen.</p> <p> <b>In het openbaar vervoer</b> is het dragen van een niet-medisch mondkapje verplicht.</p>	<p><b>Horeca (eet- en drinkgelegenheden)</b></p> <p> Vanaf 21.00 uur <b>geen nieuwe bezoekers</b>.</p> <p> <b>Sluiting</b> uiterlijk om 22.00 uur.</p> <p> <b>Reserveren</b> (vooraf of aan de deur), een gezondheidscheck en een vaste zitplaats zijn altijd verplicht. Bezoekers worden gevraagd zich te registreren.</p> <p> <b>Sluiting afhaalrestaurants</b> uiterlijk om 2.00 uur en geen verkoop van alcohol na 22.00 uur.</p> <p><b>Sport</b></p> <p> <b>Geen publiek</b> bij sport, zowel amateur als professioneel.</p> <p> <b>Sluiting</b> van sportkantines.</p>
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<p>Heb je klachten?</p> <p> <b>Blijf thuis.</b></p> <p> <b>Laat je testen.</b></p> <p><small>Ben je ook benauwd en/of heb je koorts? Dan moeten alle huisgenoten thuisblijven.</small></p>	<p> Werk thuis, tenzij het niet anders kan.</p>	<p> Houd 1,5 meter afstand.</p>	<p> Vermijd drukke plekken.</p>	<p> Was vaak je handen en nies in je elleboog.</p>
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<p><b>Veiligheidsregio's nemen extra regionale maatregelen.</b> Kijk voor actuele informatie op de website van de gemeente waarin je woont of die je bezoekt.</p>	<p><b>alleen samen krijgen we corona onder controle</b></p>	<p>Meer informatie: <a href="https://rijksoverheid.nl/coronavirus">rijksoverheid.nl/coronavirus</a> of bel 0800-1351</p>
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## Appendix 2 - Gloves procedure

When removing the gloves, it is important not to touch the outside. Remove the first glove by grasping it at the palm of your hand, pulling it up off the skin, and then sliding it off the hand. You take off the second glove by gently grasping the inside of the glove with the other hand (without a glove) at the opening while turning it off the hand.<sup>1</sup>



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<sup>1</sup> <https://www.zorgvoorbeter.nl/hygiene/handschoenen>