



COVID-19 PROCEDURES

Keeping our customers and staff safe is our top priority at all times. We are operating within the current government guidance and law, with strict hygiene and safety protocols in place at all our venues.

We can safely accommodate 2 groups, up to a maximum of 12 players per session.

**ALL PLAYERS IN A GROUP MUST BE FROM THE SAME HOUSEHOLD/
SUPPORT BUBBLE**

All sessions are private, no matter how many players you book for.

If you have 2 groups, you must arrive and depart the venue within your household/ support bubble group. Groups will take turns to play and therefore will not mix at all during the session. We have 2 separate sets of equipment, so nothing will be shared between groups (and it is cleaned thoroughly between sessions) and our 1 way system means that groups will not be in contact and we can have instant switch-over between groups. Whilst 1 group is playing the other will be having the next game explained to them, to maximise game time.

All players will receive 4 games of laser tag during a 40 minute session.

If you are looking to book for more than 2 households, please contact us directly

If you have children playing (under 12) without an adult, we ask that only 1 person enters the building with them to drop off. You must leave contact details with our team should we need to get in touch and then wait outside, to minimise the number of people within the building. You are welcome to visit one of the local cafes but please do stay within East Village and keep your phone with you at all times.

If you have any further queries, please don't hesitate to get in touch with a member of our team.

bookings@ultimaterecreation.co.uk 033 033 38085



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These are the steps we are taking to keep our staff and customers as safe as possible:

- **All sessions are private**
- **All players in a group must be from the same household/support bubble**
- **Maximum of 2 households per session**
- **All sessions must be pre-booked**
- **Contact details taken for NHS track and trace at point of booking**
- **Signage around the venue to remind customers to social distance to 1m+ at all times from other groups**
- **Hand Sanitiser available on entry**
- **One way entry system when there are multiple groups in the venue**
- **Staff to wear face coverings**
- **Staff to wash/sanitise hands regularly**
- **Face coverings available to customers**
- **All equipment cleaned thoroughly after every use**
- **Key touch-points cleaned regularly**
- **All areas sprayed with a disinfectant fogger after each session**

If you have any further queries, please don't hesitate to get in touch with a member of our team.

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