

# Stratford Bingo Country

## Covid-19 Rules and Safety Guidelines

- Customers must wait outside the building until admitted by a staff member after a basic screening.
- All customers will be asked for their name and telephone number for any potential contact tracing that may need to be done.
- We will be enforcing a mandatory mask policy for everyone entering the hall. This applies to staff, volunteers, and customers. You will not be granted entry without a mask. You will be required to wear your mask anytime you are moving throughout the hall and/or dealing with any staff or Charity volunteers. Once you are in your seat with appropriate social distancing you are permitted to remove your mask
- Only one person per table.
- Customers must adhere to social distancing (maintaining at least 6' from one another).
- There is absolutely no reserving of tables. All admittance and seating are on a first come, first serve basis.
- Management reserves the right, at their discretion, to refuse admittance to anyone who will not comply with these procedures and/or jeopardizes the health and safety of fellow players, staff and/or volunteers.

# F.A.Q.

## **Will you be changing your program?**

Due to the limited number of guests we will not be able to run our weekly or monthly promotions until further notice. This means that there will be no Monster Bingos or Holiday promotions, as well as no double lines, Wacky Wednesday, Tuesday meals, \$60 for \$40 etc.

Our matinee pricing/prizeboard will stay the same.

Our evening pricing/prizeboard will be the same as a Tuesday night.

## **What safety measures have been put in place?**

Glass barriers have been installed at all counters where transactions occur.

All seats are spread 6' apart and marking have been placed on the floor to ensure social distancing while standing in line.

Hand sanitizer will be available at several locations.

Cleaning procedures have been increased.

All staff, customers, and volunteers will be required to wear masks.

**I have difficulties breathing with a regular mask. Can I wear \_\_\_\_\_.**

No, at this time you must wear a face mask.

Unacceptable protective equipment include but aren't limited to face shields, masks with venting, masks which fail to cover the mouth and nose.

**I have a disability that should exempt me from wearing a mask. Will I be able to play?**

No. All persons must wear a mask while in the building.

**Will I be able to remove my mask to eat/drink?**

Yes, as long as you are seated at your table.

**What is the guest capacity?**

50 guests will be allowed in the building at one time.

**Will I be able to reserve a seat?**

No. Players will be welcomed on a first come, first serve basis.

**Will I be able to sit with my friend/family?**

At this time, we are only allowing 1 person per table.

**What does the screening process look like?**

Customers will be required to give their name and contact information as well as answer the following questions.

1. Have you travelled outside of Canada in the past 14 days?
2. Have you been in contact with anyone who has travelled outside of Canada in the past 14 days?
3. In the past 14 days, have you had any flu or cold-like symptoms?

**What time should I arrive to ensure I get to play?**

At this time we're not sure. Please keep in mind that guests will not be allowed entry until admitted by a staff member at either 1PM for matinees or 5PM for evening sessions. This could involve waiting in rainy/cold weather so please come prepared.

**Will I be guaranteed a spot for the evening session if I come for the matinee?**

Yes! Players must use the same table during the evening and may choose to stay in the hall between sessions or leave. Any player who chooses to leave will not be able to re-enter until doors open again for the night session but will not have to wait in line.

During the matinee session any player planning on staying for the night session will let the staff know and will be placed on a list for priority entry. If you leave and come back, the staff will check the list and you will be admitted to the building without having to wait in line.

This may result in turning away other customers before all matinee players return. For this reason, any player who fails to return for the night session after indicating that they were, will no longer be eligible for this on future matinees.

**I disagree with \_\_\_\_\_ rule.**

We understand that some players may disagree with these guidelines. We feel that these rules maintain a balance between fairness and the safety of our staff, customers, and volunteers.

No exceptions will be made. We have a zero-tolerance policy for any antagonism towards staff or volunteers. Any customer being rude or argumentative towards a staff or volunteer will be refused entry or asked to leave.

If you have any complaints or additional questions, please contact us at [feedback@stratfordbingo.com](mailto:feedback@stratfordbingo.com).

We're all in this together and hope things can go back to normal as soon as possible. For anyone who is unable to play under the current rule set we are deeply sorry and want to remind you that this won't last forever. The only way to speed things up is by creating a safe environment for everyone and we appreciate your understanding during these times.

We can't wait to get thing up and running and seeing everyone again!