

# VISITING THE ICE CENTER OF CUPERTINO IN THE COVID-19 ERA

Before you arrive at the rink for the first time, we want to let you know ahead of time what to expect. We understand there are a lot of rules and restrictions we all have to follow for now, but these are all mandates from the State of California and the County of Santa Clara. We want you to also know that we are doing everything we can to make the rink as safe as possible; in addition to the usual sanitizing protocols that are mandated (such as providing hand sanitizer and wipes), we have installed two different air scrubbing systems in our HVAC system, both aimed at neutralizing all bacteria, viruses and molds. We have posted information on the Bipolar Ionization system, and the UV light system, on our web site for more details.

We have also posted complete information on the Rink Rules, Face Coverings, and Health Screening Questions. In a nutshell, here is what you can expect:

1. All payments, registrations and waivers are done electronically. We cannot accept any walk-up business or in-person payments, registrations or waivers.
2. Only those skating may enter the building.
3. All skaters must be fully dressed/equipped when they arrive.
4. There are strict mandates on how we can accept customers. Skaters arriving for a class may only enter the building when the previous class has exited the building. Therefore, after class is over, everyone must exit the building no later than 5 minutes after class ends. Equipment is to remain on at all times.
5. Skaters arriving for class will wait in a distanced line in front of the main doors adjacent to the parking lot. Skaters exiting the building will do so at the lower level side door, and they may walk to the outside stairs to get back to the parking lot area for pickup.
6. Vending machines, water fountains, locker rooms and the men's and women's bathrooms will all be closed. The ADA bathroom will remain open.
7. You must bring your own water bottle from home, preferably with the name of the skater on it. Water bottles may not be shared, and the drinking fountains will be turned off.
8. The electronic waiver you accept and sign prior to entering the building for the first time only has to be done once.
9. There will be health question screening every time anyone enters the building. A long list of mandatory questions will be available to read when arriving at the rink for a class. These questions must be answered every time. We understand this is tedious, but it is beyond our control. We have tried to streamline the process to minimize the daily disruption.
10. We ask everyone to please be fully equipped when arriving, including having skates and skate guards on. If for some reason this can't be done at the outset, we will allow one person to help a skater tie their skates in the rink, but that person then has to exit immediately through the lower side door and go back to the parking lot via the outside stairs.
11. Hand sanitizer and wipes are available throughout the rink in several locations.
12. MASKS MUST BE WORN AT ALL TIMES BY EVERYONE ENTERING THE RINK and WAITING IN LINE. THESE MASKS MUST REMAIN ON THE ENTIRE TIME WHILE IN THE RINK, INCLUDING ON THE ICE. For more information on acceptable masks, please refer to the Face Covering page on the web site.

Thank you in advance for your patience.