



Looking Ahead to Reopening

Dear Families,

On behalf of the entire team at Kids Quest and Cyber Quest, we'd like to take a moment to say thank you again for your loyalty and support. The past few months have been like no other time in history and we're working hard to be there for you, our employees, and communities in the most meaningful ways.

As you can imagine, we get very attached to the children who pass through our gates. We look forward to their smiling faces and we love the energy they bring to the center upon arrival. Their little spirits remind us that life is an adventure to embrace, filled with discovery and opportunities to grow. The silence inside our centers is a reminder of how much we enjoy the chatter, laughter, and singing that usually fills the space and joyfully bounces off the walls.

We miss the kids. We miss our families.

What to Expect When You Return

As cities and states begin to develop plans to reopen, we'd like to share an update on the mitigation strategies for our centers and arcades. Rest assured, our plans will be based on maintaining your health, your children's health, and the health of our employees. This will always be a priority for us, and we will make our decisions through that lens. When the time is right, we will reopen our doors with a promise to provide a fun, safe, and engaging play environment for your children.

We'll be making updates to our business protocol and the way we provide service, including, but not limited to:

- Health Screening before Play Floor Entry
- Hand Washing Prior to Play
- Limiting Capacity to support Social and Physical Distancing
- Increased Cleaning and Disinfecting Schedules
- Limiting Customer Contact

We're intentionally taking a phased approach, opening our doors at each location when the following measures are in place:

- We're prepared with the right safety measures and protocols; and
- Our teams have been successfully trained on new business procedures and
- We have confidence we can ensure the safety and wellbeing of our guests and teammates

You can learn more about our approach to opening, details on how we're making our centers safe, and ways we're supporting our employees and communities through this crisis on our website. We'll also post details about each center reopening on our center location details page.

Until we meet again, be safe, health, and happy!

A handwritten signature in black ink, appearing to read 'Troy Dunkley'.

Troy Dunkley, Chief Executive Officer