



Dear Valued Guest,

Nothing is more important to us than the families who frequent Kids Quest and Cyber Quest. As we navigate the challenges created by COVID-19, (Coronavirus) we have created a supplemental training for our teammates which emphasizes the following best practices:

- Wash hands often with soap and warm water for at least 20 seconds
- Do not share food or personal items with others
- Cover coughs and sneezes with hands or upper arm
- Do not touch your hands to your face
- Get plenty of rest and remain hydrated
- Stay home/or keep children at home when sick
- Avoid close contact with people who are showing symptoms of illness
- Clean and disinfect frequently touched objects and surfaces

When you visit our centers in the coming days and weeks, we are enacting additional measures to ensure the health and welfare of our families and employees. At check in, your children will be asked to wash their hands prior to entering the Kids Quest play floor, providing an extra layer of sanitation to the handwashing we require before and after meals, and when using the restroom. At Cyber Quest we are asking all guests to sanitize their hands before and after arcade play to ensure a clean environment for all patrons. Both businesses are cleaned regularly by our casino partners, but in order to maintain a high level of sanitation, we are implementing additional cleaning rotations by our teammates throughout business hours to support their efforts. If you experience delays in guest service during this time, please understand this is directly related to these additional cleaning duties to ensure a healthy play environment.

Barring any mandated closure by state or federal government agencies or casino management, we intend to remain open to serve you with no disruption of business. Please visit our website or check your email for updates should a closure occur. If an exposure is discovered, we will follow CDC protocol which would include center closure, deep cleaning, employee interviews, and if applicable, quarantine.

This is an unprecedented situation that we are hopeful it will be resolved soon. We will continue to monitor virus updates and follow recommendations set forth by state and federal agencies, the Center for Disease Control, and infectious disease professionals. For a more in-depth review of our COVID-19 response please use the following link. kidsquest.com/health-advisory/

If you have any questions, please contact a member of our Kids Quest/Cyber Quest management team.

Best Regards,

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

Troy Dunkley
CEO, Kids Quest/Cyber Quest