



SAFE RE-OPEN PROCEDURES

The Big Fun Inflatable Park is re-opening, but we need your help! Re-opening safely and reducing the risk of further closures and additional lockdowns is a shared responsibility between our guests and our team. We have undertaken an incredible number of enhancements and procedures to ensure the health and safety of our guests BUT we need our guests to be diligent and follow all the enhancements and procedures to ensure their effectiveness.

PLEASE CAREFULLY REVIEW THESE PROCEDURES PRIOR TO VISITING BIG FUN

The safety of our guests and our team members has always been and will continue to be our priority.

Although we have made every effort to ensure a safe and healthy environment for our team and guests, all indoor recreation has inherent health and safety risks that simply cannot be completely removed. As such, we all need to work to ensure the safest possible environment, together!

To ensure a safe re-open, our guests and our team MUST adhere to federal, provincial and municipal government guidance, including...

A LEGAL RESPONSIBILITY/REQUIREMENT TO ISOLATE FOR:

* 14 days if you are in close contact with someone with COVID-19 or have returned from international travel

* 10 days if you have any symptoms that are not related to a pre-existing illness or health condition, including cough, fever, shortness of breath, runny nose or sore throat

For more information on isolation requirements, please click [here](#).

DO NOT ENTER BIG FUN, IF YOU (AS A GUEST OR TEAM MEMBER):

* Have a fever, cough, sore throat, runny nose, or shortness of breath

- * Are themselves, or are a close contact of a person who tested positive for COVID-19
- * Are themselves, or are a close contact of a person who may be immunocompromised (weakened immune system due to pre-existing conditions, age, or any other reason) and may be at higher risk of illness and infection
- * Are concerned that guests or team members are unable to provide you with a safe environment regardless of implemented health and safety procedures
- * Are concerned that due to the inherent health and safety risk of indoor recreation, you are unable to safely enjoy the attractions or amenities within the facility
- * Are unable to, or are unwilling to, abide by required/recommended safety measures, processes, and procedures while within facility

For more information on protecting yourself and others, please click [here](#).

If you are unsure whether you or your family/group/cohort should be visiting Big Fun, you are encouraged to take the Risk Severity Assessment Tool from the Alberta Government [here](#).

WHAT THE BIG FUN TEAM IS DOING TO KEEP US ALL SAFE

Big Fun management and team members are working tirelessly to provide a safe and healthy environment for everyone. These Include:

REDUCED CAPACITY, ATTRACTION ZONES, AGE LIMITATIONS & LENGTH OF STAY

Big Fun will be operating with dramatically reduced capacity limits equal to about 25% of our pre-Covid capacity, in line with applicable government guidance. Due to this, Big Fun will limit guest attendance to the maximum capacity as directed by applicable government agencies, at the time.

Big Fun will continue to offer the same all-day admissions that you love but will reserve the right to limit your stay to a maximum of 2 hours, if other guests are scheduled to visit or drop-in lines are growing to access the inflatable park. If capacity is not a concern, you are welcome to visit for as long as you wish but we ask that you be mindful and considerate of others that may be waiting to enjoy some long-awaited fun.

To help families/groups/cohorts maintain their health and safety while in the facility, Big Fun will allow each family/group/cohort the opportunity to enjoy the entire facility and all the attractions, but with limited access at any given point in time, depending on the number of guests in the facility. Our team members will be actively cleaning in-between families/cohorts/groups as much as possible.

In addition to the above, while Big Fun will not restrict the use of our facility or the attractions, to any maximum age, we strongly recommend that guests 65 years or older avoid/limit visiting Big Fun, at this time.

In addition to recommending against guests 65 years or older from visiting, we strongly recommend that guests with immunocompromised medical conditions also avoid/limit visiting Big Fun.

We also recommend that supervising parents/adults/caregivers limit their use of the attractions to a minimum. Parents/adults/caregivers are not restricted from using the attractions, but it is recommended that adults only use the attractions, if necessary.

All operating/use rules must be followed, by all guests, and all posted rules and regulations must be adhered to by all guests.

UPDATED RELEASE AND INDEMNITY AGREEMENT (WAIVER) AND NEW POS SYSTEM

Big Fun has completely changed our admission and concession software systems, making the customer experience much faster and more efficient. As part of this enhancement, a new release and indemnity agreement is required to be executed by all guests, 18 years of age or older, regardless of participation on attractions or not. A waiver must be completed by everyone entering the facility. A responsible adult is required to accept the terms of Big Fun's liability waiver for all minors entering the facility. This new waiver can be completed both in-store and online [here](#). We strongly recommend that you complete your, and your family's liability waiver online prior to visiting Big Fun.

If you choose to complete a waiver in-store, please maintain physical distancing requirements of 6ft(2m) and ensure you wash your hands and/or use the available hand sanitizer before and after using the available computers.

DROP-IN OR SCHEDULE YOUR VISIT TO SKIP THE LINE UPS

As always, guests are welcome to drop-in to Big Fun and enjoy an impromptu visit to our inflatable park. Due to Big Fun enforcing reduced, government-mandated capacity limitations, drop-in visits may result in wait times both outside and/or inside the facility. To reduce the hassle and frustration this may cause our guests, Big Fun has implemented online booking and cashless payment options that allow you schedule and pay for your visit in advance. By scheduling your visit and paying in advance, you will be permitted to skip the line ups and avoid uncertainty for your family. This can be done [here](#).

Regardless of the method you choose to visit Big Fun, all guests will be instructed via our welcome staff, in addition to our digital displays and other signage throughout the facility, on COVID procedures and processes prior to entering the facility.

It is also required that any/all guests entering the facility MUST wash their hands or use hand sanitizer immediately upon entering/exiting the facility and also prior to entering/exiting any of the attractions or other areas including but not limited to the dining area, washrooms, lockers, etc.

TEAM MEMBER DAILY HEALTH SCREENING, PPE AND ENHANCED HYGIENE REQUIREMENTS

All team members must complete a Daily Health Screening Questionnaire, attesting to no symptoms or behaviors that put themselves or others at risk of illness, prior to starting their scheduled shift.

All team members must have their temperature checked to ensure they do not have a fever, using an infrared thermometer, prior to starting their scheduled shift.

All team members are required to wear suitable personal protective equipment (PPE), including, but not limited to, face masks while working, unless they are able to maintain 2m physical distancing from guests or other team members. All food service team members are required to wear gloves while handling any food or beverages. Visual posters and reminders are placed throughout the facility for the benefit of our team and our guests.

All team members are required to wash their hands regularly (a minimum of every 30 minutes) and are encouraged to frequently sanitize their hands with provided hand sanitizer between handwashing.

Handwashing and hand sanitizing audio reminders for both team members and guests are scheduled regularly and automatically played over the audio system.

Visual posters and floor decal reminders are placed throughout the facility.

PHYSICAL DISTANCING

We are limiting our guest capacity to the maximum allowance, as per applicable government guidance.

We have spaced out and reduced the number of restaurant tables and chairs for dine-in seating, ensuring 6ft(2m) distancing.

We have spaced out all our other seating throughout the facility to ensure 6ft(2m) distancing.

We are encouraging guests to maintain physical distancing during their visit via audio reminders, visual posters and floor stickers and having our team members provide verbal reminders, if they see physical distancing being ignored by guests.

Wristbands are required to be worn by all guests while in the facility, but you will be required to attach and remove your own wristbands to reduce contact with staff.

Lockers will be limited to 1 guest or group per locker bank, at a time.

ENHANCED CLEANING AND SANITIZING PROTOCOLS, SYSTEMS AND PRODUCTS

The entire facility has been thoroughly cleaned and disinfected prior to re-opening and is thoroughly cleaned and sanitized daily.

We are using a professional grade botanical disinfectant solution (that kills 99.9% of bacteria, viruses, fungi and molds) for the regular cleaning of all surfaces and high traffic areas.

We are cleaning and sanitizing all high traffic areas and surfaces frequently, including after each group/cohort/family uses an attraction and regular cleaning of other high traffic areas, including tables,

chairs, washrooms, water fountains, payment terminals and more. This frequency may range from minutes to a maximum of 1 hour between cleanings.

We have added a substantial number of hand sanitizer stations throughout the facility and have placed hand sanitizer stations at the entrance of the facility and the attractions. Guests must sanitize their hands upon entering Big Fun and prior to using any attractions or taking part in any activities.

We are using an electrostatic sanitizing gun that electrically charges sanitizing solution ensuring that it adheres to the greatest surface area for maximum disinfecting.

All points of contact, including point of sale devices, pin pads and all other high touch locations will be sanitizing frequently, as often as after each use to a maximum of 1 hour between cleanings.

All high traffic areas and touch points on all attractions will be cleaned and sanitized frequently, as often as after each use to a maximum of 1 hour between cleanings.

CONTACTLESS PAYMENTS AND NO CASH ON SITE

We have contactless payment options at our all our registers. We accept all major credit cards, debit, and mobile payment services.

Big Fun will continue to operate without cash. Cash will only be accepted at a manager's discretion, in exchange for a gift card, which can be used for contactless payment options within the facility.

No ATMS are available on site.

RESTAURANT, ALCOHOL SERVICE AND DINING AREAS

Big Fun has always offered safely prepared food and beverages in an exceptionally clean kitchen and service area. This will remain the same and will be enhanced to ensure even greater guest health and safety.

As always, outside food and/or beverages are NOT PERMITTED, except for reusable water bottles that can be carefully cleaned and sanitized before and after visiting. Please ensure that all food/beverages are kept away from other guests to ensure no risk of spread and/or cross-contamination.

Instead of reducing our food and beverage services, Big Fun has enhanced the available options and will be providing guests with an unparalleled dining experience, both available in-store and for pickup. New/updated products will be added to digital/online signage, as they are made available.

All team members that are involved in the food service process are food safe trained and all team members 18 years or older that are ProServe trained can serve alcohol.

During this time, community shared products (like self-serve condiments, cutlery and napkins) will be removed from the dining area and will be provided when your food products are picked up at the pick-up line. Please ensure you mention the applicable food service items you may need to enjoy your dining experience while ordering or while picking up your food or beverages.

Ordering will now be done at one pay station location with obvious “Order Here” signage and food pickup will be done at another noted station with obvious “Pick-Up Here” signage.

Facemasks and gloves will be worn by all team members handling food or beverages while handwashing and sanitizing will be very frequent.

LIMITED GROUP EVENTS, BIRTHDAY PARTIES AND ROOM RENTALS

Big Fun will be offering room rentals for birthday parties or other group events but not currently. Please be patient and we will be updating the website shortly!

WHAT OUR GUESTS CAN DO TO KEEP US ALL SAFE

The Big Fun team has taken every precaution to ensure our guest’s safety as we re-open, but we need your help! In addition to everything we have done and continue to do, our guests will need to be responsible for following government guidance while within the facility and taking every other precaution to ensure a safe and healthy visit. This includes:

COMPLETE YOUR UPDATED WAIVER ONLINE

Big Fun provides guests with an opportunity to complete their and their family’s waivers both online and in-store but to limit risk of spread, completing a waiver online is both more convenient and safer. Any person, 18 years of age or older, entering Big Fun, regardless of participation on attractions or not, is required to complete a liability waiver. Parents and guardians 18 years of age or older must add minors to their waiver. If you are bringing minors to Big Fun, other than your own, please ensure their parents or guardians have completed a waiver, prior to their visit. You can add minors, other than your own, to your account but understand that you will be accepting the legal liability for that minor. All persons, 18 years or older, must complete their own waiver.

If you choose to complete a waiver in-store, please maintain physical distancing requirements of 6ft(2m) and ensure you wash your hands and/or use the available hand sanitizer before and after using the available computers.

To complete your waiver now, click [here](#).

BOOK AND PAY YOUR VISIT ONLINE TO SKIP THE LINES

Due to facility capacity restrictions, we are limiting the number of guests in the facility at any given point in time to 25% of our pre-Covid capacity. Due to this, Big Fun reserves the right to limit your visit to 2 hours but if capacity is not a concern, we will permit longer visits. We ask that you be mindful and considerate of other guests waiting to enjoy the different attractions within the facility.

Because weekends are the busiest time, please consider visiting Big Fun during non-peak times including weekdays and evenings. Hours of operation are still 10am – 9pm, as we work to ensure the best possible experience for our guests while maintaining the best possible level of service.

By booking your visit and paying for your admission and socks (as needed) online prior to visiting, you will be permitted to enter the facility with a significantly reduced wait time.

Drop-In visits are still available but be aware that due to capacity limitations, we may have to restrict your admission, which may cause delays and lineups.

To book and pay your visit now, click [here](#).

PHYSICAL DISTANCING

Please maintain government-mandated physical distancing requirements, at all times, while in Big Fun.

Big Fun has placed visual reminders (posters and floor decals) throughout the facility and we ask you to respect them and follow the requirements. Big Fun has also added audio reminders to help remind listeners of physical distance requirements, and they are played regularly through our audio system.

Please be patient and take turns as much as possible to allow for physical distancing with other guests enjoying the facility. Physical distancing is easily accomplished for you and your family/group/cohort to stay a safe distance from other guests. Please be patient with our team as we try and ensure a suitable and fair amount of time for each family/group/cohort to enjoy the entire facility and also be patient with our team as we clean each attraction between family/group/cohort use. If you are unsure as to whether an attraction has been cleaned, please feel free to request an additional cleaning prior to your group/family/cohort using the attraction.

With our seating and tables spaced out to allow for physical distancing, there may be situations where seating is not available. Please speak to a team member and we will work to find a solution that meets your needs. It is recommended that tables seat a maximum of 6 people, so please do not move tables together to create a larger seating space. If smaller tables and fewer chairs are needed for your group, please let a team member know and they will work to find a solution.

For more information on physical distancing please click [here](#).

GUEST PPE AND PERSONAL HYGIENE RECOMMENDATIONS

Please wash your hands regularly with provided soap and warm water for 20 seconds at a time while in Big Fun. Some handwashing sinks have been closed in washrooms to allow for physical distancing. Some toilet stalls and urinals have also been closed to allow for physical distancing. Please be patient while using washrooms to allow for physical distancing.

It is required that any/all guests entering the facility MUST wash their hands or use hand sanitizer immediately upon entering/exiting the facility and also prior to entering/exiting any of the attractions or other areas, including but not limited to, the dining area, washrooms, lockers, etc.

In between hand washes and before, during and after using the attractions at Big Fun, please use the available hand sanitizer stations placed conveniently throughout the facility.

The Big Fun team has been producing, reusable, washable, 2 or 3-ply non-medical facemasks for months and team members will continue to produce these masks and make them available for purchase in-store and online, as long as there is demand. In addition to reusable masks being made available for purchase, Big Fun will also have non-medical, disposable masks for sale.

Wearing a mask while in Big Fun, is not required, but it is recommended, both by applicable government agencies and Big Fun. Masks should complement, not replace, other prevention measures, including but not limited to, physical distancing, good hand hygiene and staying home when sick.

Guests are welcome to wear any mask they are comfortable with but Big Fun asks that guests follow the guidance provided by the government for wearing non-medical masks, which have been posted throughout the facility and additional detailed information is available online [here](#).

In addition to physical distancing and wearing masks, please consider using the [ABTraceTogether](#) mobile contact tracing app while out in public.

Cover coughs and sneezes with a tissue or your elbow and avoid touching your face with unwashed hands. If you cough, sneeze or touch your face, immediately wash your hands and/or use hand sanitizer.

With your help, and by ensuring these and other steps are taken by both Big Fun team members and our guests, Big Fun will be positioned to remain the cleanest and healthiest indoor recreation facility in the industry!

ENGAGING WITH TEAM MEMBERS AND OTHER GUESTS

Please remember that Big Fun team members are working hard every day to provide you and your family with a Safe, Secure, Clean, Friendly, Affordable and Fun experience. We have implemented every possible, reasonably feasible measure to provide a great and safe experience at Big Fun. Even though we are working hard, we are not perfect and sometimes things can get missed. Please be patient with the team members as they work in this new environment and please help us keep everyone safe by discussing your concerns with the team so that issues can be rectified most efficiently.

Some processes and systems have been updated and/or changed and new, exciting features are always being considered to make your experience even better. Some of these changes will be permanent while others may just be temporary. Please feel free to provide feedback and recommendations to help us provide you with the best possible experience.

Due to physical barriers, physical distancing, face masks, face shields, being unable to see facial cues or movements, noise from blowers, noise from equipment, noise from others... we may need you to speak a little more loudly than usual and our team may need to speak more loudly than usual to you. Please be mindful and considerate as we all navigate these challenges.

Please regularly remind your children to be vigilant of all the recommended precautions and to, of course, follow all posted attraction rules and proper use directives. Please also remind your children to listen to and respect the Big Fun team members as they provide guidance and corrections as needed.

Please remember that Big Fun team members are there to ensure that everyone is safe to enjoy the amenities within the facility and to safely operate the attractions. Big Fun team members are not there to supervise minors or monitor their behavior. Adult supervision is required, at all times, and remember that we all need to abide by posted safety measures and recommended government guidance for all these efforts to be effective over the long term.

Please speak to a team member if you need additional cleaning or sanitizing while within the facility.

Please speak to a team member if you are concerned that they or other guests may not be following recommended government guidance while in Big Fun.

To provide feedback to Big Fun and provide recommendations meant to make the experience better for everyone, please email info@bigfunplay.ca. With your help, we will all make it through this trying time and create a better, healthier world for all of us!

To learn more about what you can do to help relaunch all Alberta businesses safely, please click [here](#).