

The health and safety of all customers, visitors, and staff at IceWorks is our top priority. To help stop the spread of Covid-19 and keep everyone safe, please find below our rink guidelines and procedures that must be followed. There are no exceptions to these guidelines and procedures. If anyone has a problem with our procedures at IceWorks, please do not come to our facility.

ICEWORKS PARKING LOT POLICY

The parking lot area at IceWorks will be monitored by staff.

- No consumption of alcohol at any time in the parking lot.
- Everyone must wear a mask outside if social distancing is not possible. You do not have to wear a mask outside if you are following social distancing guidelines.
- No extended parking of vehicles (overnight or weekends).

All non-parking activities in the parking lot must receive written clearance from the General Manager.

We ENCOURAGE all customers to abide by the social distancing guidelines in our parking lot and RECOMMEND that customers do not park next to one another.

Some parking areas will not be available for public use. Only drivers with paying family members in the building are permitted in vehicles in the parking lot.

ICEWORKS CUSTOMER POLICY

1. Only players, coaches, and game officials (referee & scorekeeper) are permitted INSIDE the rink area. **No team managers, parents/guardians or spectators are permitted to enter the rink or bleacher area at any time. There are absolutely no exceptions to this. It is an IceWorks policy.**
2. All players, coaches, and game officials will only be permitted inside the building **30 MINUTES** before start of the ice slot, game, or practice. If this is not enough time for your skater to get dressed, they should come to the rink fully dressed and ready to play.
3. Customers can only **ENTER** the facility through the lobby doors in the rink 3 & 4 lobby or the rink 1 & 2 lobby.

- a. If you are here for an ice slot on rink 3 or rink 4, you must enter through the designated lobby door marked with a green ENTER sign through the rink 3 & 4 side of the facility.
 - b. If you are here for an ice slot on rink 1 or rink 2, you must enter through the designated main lobby door marked with a green ENTER sign on the rink 1 & 2 side of the facility.
4. All IceWorks Pub and Grill customers must form a line along the ramp on the rink 4 side doors for entry.
5. All players, coaches, and game officials arriving for a game/practice on rink 4 must form a line along the steps between the lobby doors for rink 3 and rink 4.
6. All players, coaches, and game officials arriving for a game/practice on rink 3 must form a line along the ramp on the rink 3 side of the building.
7. When **EXITING** the facility in rink 3 or rink 4, there will be a designated exit door inside the rink for players, coaches, and game officials to exit. Players, coaches, and game officials are not permitted to exit through the main lobby doors.
 - a. Parents/guardians and spectators must exit through the designated main lobby door on the rink 3 & rink 4 side of the facility. This door will be marked with a red EXIT sign in the main lobby.
8. When **EXITING** the facility in rink 1 or rink 2, there will be a designated exit door inside the main lobby for all customers.

IceWorks Main Lobby Activity

IceWorks has two main lobbies. One on the rink 3 & 4 side of the facility and the other on the rink 1 & rink 2 side of the facility. Our front office is located on the rink 1 & 2 side of the facility. When entering/exiting our facility, there should be no congregating in either lobby. Upon arrival, skaters, hockey players, coaches, and game officials will be directed to the appropriate rink. Parents, visitors, and spectators will be directed to the IceWorks café or IceWorks Pub & Grill IF capacity permits. Upon exiting, all parents, visitors, and spectators must exit through the designated door and wait for players or skaters outside.

9. Players, coaches, skaters, and game officials must exit ice surface at the exact time of conclusion, return to the locker rooms, collect belongings, and exit the facility after the ice time has expired.

BELONGINGS

All persons entering the facility are asked to limit what is carried in.

- Hockey bags/equipment must be kept inside the locker room. Bags and other items of equipment cannot be left in the lobby area or outside the locker room.

- Locker rooms will remain open all day. DO NOT bring any valuable items inside the locker room. IceWorks will not be responsible for lost or stolen items left inside the locker rooms.

MASKS

All persons must have on a mask when entering our facility and it must remain on while inside. If you are outside, you must wear a mask only if you cannot or are not abiding by social distance guidelines. Do not borrow or use another person's mask at any time.

- You do not need to wear a mask if you are on the ice but it must be worn UNTIL you get on the ice.
- All coaches (figure skating and hockey) must wear a mask throughout time of instruction, game, or competition.
- If you are visiting one of our restaurants, you must wear a mask until you are seated at your table. Any time you leave your table, you must have your mask on. If you are seated at a table inside our Pub and Grill or IceWorks café, you are not required to wear a mask.

RESTROOM ACCESS

We are *encouraging* all players, coaches, spectators, and visitors to avoid using the restrooms inside the facility. However, all our restrooms will be open in our main lobbies, Pub & Grill, and IceWorks Restaurant for public use.

PROSHOP ACCESS

If anyone needs to access our ProShop, you can do so on the rink 1 and 2 side of the facility. You cannot walk through rink 2 to get to the ProShop you must go outside and around.

ICEWORKS PUB & GRILL

The IceWorks Pub is open to limited capacity for food service, drinks, and viewing. We will be operating our pub following all CDC guidelines as well as state and local mandates. Our pub will be operating at 25% occupancy.

1. All Pub and Grill customers must form a line along the ramp on the rink 4 side of the building. You will not be allowed in until permission is granted by our security staff.
2. All Pub and Grill customers will be permitted inside at the exact start time of game or practice. All customers will be required to exit at the exact time that the game/practice ends.
3. Enter through the designated ENTRANCE on the rink 3 & rink 4 side of the facility.
4. Exit through the designated lobby door.
5. Mask will be required for entry only removed when seated at your table. Mask must be worn at any time when you leave your table.
 - a. Mask does not have to be worn if you are seated at your table.
6. Tables will be spaced to abide by social distancing guidelines.
 - a. TABLES OR CHAIRS CANNOT BE MOVED AT ANY TIME. IF YOU ARE NOT SEATED AT A TABLE, YOU WILL NOT BE SERVED.
7. Access to the pub will be limited, restricted to ONLY the pub. Spectators are not permitted inside the rink or bleacher area.
8. Entry to the IceWorks Pub will be on a first come first serve basis, no reservations will be accepted.

ICEWORKS CAFÉ

The IceWorks café is now open to limited capacity for food service and viewing. We will be operating our café following all CDC guidelines as well as state and local mandates. Our restaurant will operate at 25% occupancy.

1. All IceWorks café customers will be permitted inside at the exact start time of game or practice. All customers will be required to exit at the exact time that the game/practice ends.
2. Enter through the designated rink 1 & 2 lobby door.
3. Mask must remain on until seated at your table. You may remove your mask when you are seated. Mask must be worn at any time when you leave your table.
4. You do not have to wear your mask if you are seated at a table.
5. Access to the café will be limited, restricted to ONLY the café. Spectators are not permitted inside the rink or bleacher area.
6. Tables will be spaced to abide by social distance guidelines.
 - a. TABLES OR CHAIRS CANNOT BE MOVED AT ANY TIME. IF YOU ARE NOT SEATED AT A TABLE, YOU WILL NOT BE SERVED.

**WE WILL NOT BE PERMITTING PARENTS, SPECTATORS,
OR ANY OTHER NONPARTICIPANTS TO ENTER THE RINK
AREA OR BLEACHER AREA**

**CUSTOMERS ARE NOT PERMITTED ACCESS TO OTHER
AREAS OF THE FACILITY AT ANY TIME DURING THEIR
ICE SESSION.**

**THESE GUIDELINES AND PROCEDURES WILL REMAIN IN
PLACE UNTIL FURTHER NOTICE.**

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