



## A NOTE ABOUT YOUR UPCOMING VISIT FROM THE COO

As Coronavirus/COVID-19 continues to spread throughout the communities across the United States and Canada, many are concerned about their health and that of their loved ones. As a member of your community, we share that concern and want to assure you **we are taking every step we can to safeguard our employees and guests, their families and the communities we serve.** First and foremost, Flying Squirrel Sports takes the safety and well-being of our guests and employees very seriously. The situation is changing daily, and we are monitoring it closely so we can be prepared to take all necessary and proper precautions to ensure everyone's safety. Flying Squirrel parks are welcoming guests as usual and doing everything we can so that you can continue to create memories with us with peace of mind.

Our commitment to safety and entertainment is unwavering, and Flying Squirrel is confident in the measures we have taken to promote safety and wellbeing at each and every one of our locations. To reinforce that commitment, we have taken **additional steps to ensure the cleanliness of our locations.** While our day-to-day cleaning procedures are already comprehensive, we are adding additional processes to ensure our facilities create a safe and welcoming environment for all guests and staff. Flying Squirrel Sports has increased cleaning schedules and updated and increased daily sanitizing schedules with dedicated staff strictly assigned to walk around the parks and clean surfaces during all operating hours. These frequently touched surfaces include, among other things, handrails, doorknobs, restrooms, counters, dodgeballs, arcade games, waiver stations, attractions, and equipment.

In addition to our stringent cleaning protocols, we are actively reinforcing personal hygiene practices. We have increased hand sanitizer units and placed them throughout our parks for our guests and staff to use. We ask all staff and guests to wash their hands frequently, use hand sanitizer and sanitizer spray often, and to refrain coming to the park when they are symptomatic of an illness, from the common cold to the flu.

While we are currently maintaining regular operations, our corporate, regional, and district management teams are prepared to modify operations in order to provide a safe and enjoyable experience for our guests. This allows us to navigate this dynamic situation on a community-by-community, park-by-park basis. To ensure a great experience, Flying Squirrel is prepared to adapt park experiences by decreasing capacity to allow fewer guests in the building at one time and/or by limiting our max capacity of jumpers per hour. As a last resort, we will consider suspending operations if we feel it is in the best interest of our guests and staff. In any event, we anticipate any disruption to be temporary.

Finally, we are committed to the Flying Squirrel Sports family. We have limited non-essential domestic travel and suspended all international travel for our corporate employees and have also provided comprehensive informational material to every location to keep our policies and procedures consistent. That same commitment extends to you, our valued jumpers. If you have any questions that we can help answer, **please don't hesitate to reach out to us through our Facebook pages** or by e-mail at [info@flyingsquirrelsports.com](mailto:info@flyingsquirrelsports.com). You may also reach out to us through the 'Contact' tab on <https://flyingsquirrelsports.com/contact/>.

The core of the Flying Squirrel Sport's brand is our passion to provide an entertaining experience that is both safe and exhilarating for jumpers of all ages. This passion drives us to do everything in our power to keep our parks open so that as loyal jumpers, you and your family can count on us for a safe and enjoyable experience at any time.

Sincerely,

A handwritten signature in black ink, appearing to read "Luke Schueler", is written over a horizontal line.

Luke Schueler  
COO – Flying Squirrel Sports