

# COVID-19 Updates

From our family to yours, we hope everyone is staying healthy and safe during these difficult times! RiverWorks Escape Rooms is committed to providing the safest escape room experience in Western New York for the remainder of the year with so much uncertainty regarding COVID-19 restrictions. These important changes to our reservations will give your family & friends complete peace of mind when booking an adventure until further notice. Our team is excited to see everyone again!

## Changes You'll See on Your Next Adventure!

First and foremost to assure complete peace of mind, only **ONE ESCAPE ROOM** will be offered per hour until further notice. Group sizes will still remain the same (minimum 4 players to book an adventure, maximum 6 players).

Our escape room reservations have always been private (only your family/friends) but what this means is no other groups will be there at the same time crowding our lobby, encouraging social distancing. Your safety and same excellent experience is top priority.

For example, both Lake Effect & Mystery Mansion are available at 3PM on Fridays. Only one of those rooms will show as available when booking a reservation. **However, your group can CHOOSE upon arrival which adventure you'd like to do!** All time slots available on Fridays and Saturdays will reflect this new protocol.

Mystery Mansion received **major upgrades** to gameplay since your last visit (1 player is no longer separated) & has excellent replay value! **Lots of new puzzles & gameplay changes!** With everything effected by COVID-19 we still hope to bring you a new 3rd adventure by end of this year!

Please arrive **15 minutes earlier than scheduled game start time** to cover the basics & objectives for your game!

**MASKS REQUIRED** upon arrival before & after gameplay. Masks can be removed once your game begins! **All group members will be temperature scanned upon arrival.**

Any member with 100 degree temperature or more will require a rescheduled booking for your group.

All players **required to use provided hand sanitizer** before and after game.

Between groups, our escape rooms are receiving an extra disinfecting process for all gameplay items and surfaces.

**Waivers are now done in ADVANCE through our booking software** versus our traditional tablets on site.

Game Masters will stay a **respectful 6' distance** when going over gameplay.

No longer offering large corporate or private events during the week.

**ZERO ALCOHOL & DRUG TOLERANCE POLICY - NO REFUNDS/RESCHEDULE**