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NAVRTAR
VIRTUAL REALITY ENTERTAINMENT

**Updated
Customer
Protocol**

Preface

On 20th March, Navrtar closed its doors and as of 4th July we can once again welcome guests. With the appropriate measures, we can do so whilst ensuring the safety for both staff and guests. This protocol serves as a guide for Navrtar to reopen in a safe and responsible manner.

Hospitality is one of the core values of Navrtar. This is why we think it is extremely important that both guests and the staff of Navrtar are and feel safe. We strive to follow government guidelines and offer guests and staff the highest level of hygiene. The current government guidelines on health and hygiene forms the basis of this protocol and are strictly adhered to. Based on new insights from the government, adjustments to the protocol may prove necessary. The same applies to insights arising from feedback from enforcers, guests and or staff. We will collect these continuously and adjust our procedures accordingly.

If there are any questions, contact your Navrtar host in store or send an email to info@navrtar.com

Summary of measures

The following additional measures have been taken in all arcades;

- 1) Extended intervals in-between sessions to clean the equipment thoroughly for upcoming groups.
- 2) VR hygiene masks, face masks, gloves and hand sanitizers are available for guests to use.
- 3) The host will inquire about the health of the guests.
 - When registering, guests must confirm their health.
 - This will also be a part of our initial booking confirmation email
- 4) During the play session you can see each other in VR. We have a total space of approximately 2,000 sq. ft, so there is enough space to avoid each other.
- 5) A delegated host will ensure guests observe a distance of 2m to one another and staff.
- 6) The Heist will not be playable during this period, as it is not possible to keep a distance of 2m within the game at all times.
- 7) Arcade games in the lobby are cleaned after each group.
- 8) The toilet can be used and will be periodically checked and kept clean.
- 9) Guests are assigned lockers from the staff so that they can be disinfected after their visit.

Measures

Reservations

At Navrtar, we have been working with reservations and play sessions with fixed time slots since the beginning. You can book online in advance, making the reservation visible in our system and the time slot is no longer available to other guests, this is done in real time.

It is also possible to make a reservation at the door. When guests come to Navrtar, based on the reservation system, it can be seen whether time slots are available.

The same procedures apply for both online reservations and reservations at the door.

Check-in upon arrival

We recognize that our staff have no medical background or the means available to test guests against this. We assume that guests themselves take the responsibility to come to our arcades. We offer all guests who are indoors the same safety in accordance with government regulations.

The host will ask guests upon arrival if they themselves have any symptoms or had close contact with someone who has tested positive or who is exhibiting symptoms of being ill with COVID-19. Symptoms include; fever (38 degrees or higher), dry cough, fatigue, coughing up phlegm and tightness.

Guidelines and Navrtar Guarantees

	Guidelines	Navrtar Guarantee
1	Everyone to maintain social distancing rules. The exception to this is for people from the same household.	<ul style="list-style-type: none"> - Delegated hosts will supervise this. - People are made aware of this by the use of floor stickers/markings.
2	Cough and sneeze on the inside of your elbow. Use tissue paper to blow your nose and throw it away in a bin.	<ul style="list-style-type: none"> - Tissues are available in several areas in store. - Bins are also accessible in several areas in store.
3	Wash your hands at the start and during your experience.	<ul style="list-style-type: none"> - There are disinfecting hand gels available in store. - Hands may also be washed with soap in our washrooms.
4	Avoid public transport other than for essential journeys by cycling, walking or driving when possible.	<ul style="list-style-type: none"> - We offer discounted parking tickets for the underground Q-Park which is within the development. These are for customers only.



Guarantee Compliance Protocol

Proper adherence to this protocol is very important to ensure the safety of guests and staff. This is addressed in the front by notifying staff of this protocol, explaining it by location managers, and having a physical version available in the arcades. In addition, the management will periodically carry out random checks on compliance with both guests and staff.

If the checks show that things are not going well, we will act immediately to ensure it is maintained.