COVID-19 Industry Guidance: Family Entertainment Centers

What qualifies as a family entertainment center?
- Arcades, bowling alleys, miniature golf facilities, pool halls

What does not qualify as a family entertainment center?
- Ice rinks, roller rinks, laser tag arenas, amusement parks, theme parks, water parks or other spaces where guests are less able to maintain physical distancing of at least six feet, where a central part of the activity is circulating in a shared space, and which can accommodate a large number of guests who are mainly from different households.

What limits to services should be made?
- Close structures such as ball pits, foam pits, indoor playgrounds, climbing structures, and enclosed bounce houses.

How can family entertainment centers encourage and enforce physical distancing?
- Installment of impermeable physical barriers or partitions between games, seating, and other activity areas to minimize exposure between customers (e.g., Usage of every other lane at a bowling alley, every other batting cage, etc.). If this is not possible, discontinue activity areas from use with visual cues, such as, removal of seating, signage, and blocked areas.
- Implement timed/advanced reservation ticketing systems and use pre-assigned seating or activity areas whenever possible to stagger customer visits, maintain physical distancing, and discourage congregation.

What can we do to keep people safe while still offering concessions, food, and beverages?
- Family entertainment centers with prize redemption counters, gift shops, etc. should adhere to Retail Guidelines (e.g., lines that maintain physical distancing, face coverings when appropriate, touchless payment when possible, hand sanitizing stations, etc.).
- Family entertainment centers with concessions should adhere to retail and food service guidelines. If possible, customers should be encouraged to order online or over the phone and items should be made available for counter pick-up. Customers should be encouraged to wear face coverings when picking up items. Staff must wear facial coverings when handling or distributing concessions.

What if a family entertainment center is part of a larger operation?
- Stand-alone bowling alleys, miniature golf, arcades, etc. attached to larger theme parks, etc. may operate. Magic shows, and live animal shows should be discontinued UNLESS sanitation and physical distancing can be maintained.