

DID YOU KNOW PING-PONG IS THE ORIGINAL *SOCIALLY-DISTANCED* GAME? WITH 9FT OF TABLE SEPARATING YOU, YOU CAN STAY DISTANT BUT STILL PLAY TOGETHER!

HOW ELSE ARE WE KEEPING YOU SAFE?

1. We've been rearranging tables during quarantine to ensure customers have plenty of distance between each other.
2. We've invested in some serious sanitation & cleaning equipment- from foggers to an electro-static sprayer to a UV light cabinet for the paddles and balls- we've ensured our venue is regularly and consistently being cleaned with medical-grade disinfectant. This means every single night with a professional team, but also while we are open between each and every reservation, and every 30 minutes for high-touch areas common areas like bathrooms and door handles.
3. We've put hand sanitizer and wipes everywhere! We ask you bring a mask to wear when you aren't at your table, however we have disposable ones stocked too just in case you forget.
4. We've revamped our menu and can make any shareable an individual portion upon request. We've rethought every single touchpoint from delivery of product, to handing you your food, and updated it to be as contactless as possible.

THAT'S GREAT FOR ME, WHAT ABOUT YOUR TEAM?

1. Our team is outfitted in PPE & we have provided COVID19 training and certification via ServSafe. We are following all OSHA rules. We are equally invested in keeping our employees-only area safe and sanitary, ensuring daily professional cleaning of all offices, locker rooms, and bathrooms.
2. We have rethought the routes our staff can take, providing access to back halls and elevators to ensure they are able to move around with the least amount of exposure.
3. Staff arrival times and duties will be staggered so staff are never forced to congregate in the same area.
4. We are proud we have ALWAYS offered paid sick leave for our employees. Before each shift they will have their temperature taken and will fill out a health questionnaire. Any employee with a temperature of 99 degrees or above will be allowed to take paid sick leave until they get a negative COVID test result.

SOUNDS GOOD, HOW DO I BOOK?

1. The first thing to know is that for the time being we are reservation only, and we have built in staggered reservation times to avoid any type of congregation or crowding at the reception desk for check in. That means we are now operating on a Tee Time system like at a golf course. Your reservation time, is your tee time. If you miss it, you get the next tee time- so please pay close attention to the time you are reserved for and urge your guests to be on time as we will not seat anyone until the full group is present. We ask that you send a single representative to check in, and wear a mask while they speak with our reception team.
2. Groups of 6 or less can still book 1 hour reservations by using our online booking platform. If you'd like to book more than one hour, please contact events@acebounce.com.
3. If you have a group size over 6 please contact our sales department.
4. You can also use our reservation form on the website to pre-order food and beverage- our full menu is available. That allows you to avoid contact with staff altogether, if you'd like! We will take a credit card from you at the time of booking, and you will receive a confirmation email after booking, a 72 hour reminder, and a 48 hour reminder at which time we will also charge your card. If you prefer to order in venue- you can totally do that too! We have QR code technology that allows you to use your own cell phone to view our menu and order. We will also have tablets available for contactless ordering as well, if you don't want to use your phone. For in venue ordering, at this time we ask you be prepared to pay with a card as it is safer and has less handling than cash does for our staff.
5. What about events? We can still book events, please reach out to our events team at events@acebounce.com to find out more about what this would look like.
6. What about meetings? If you are looking for space for an off-site meeting, look no further. Thanks to our large capacity, we are able to hold meetings AND keep people safely socially distanced. Please contact our events team to find out more at events@acebounce.com

Need more details on how we are keeping our venue as safe as possible during the pandemic?
Please visit [Acebounce.com](https://www.acebounce.com) and check out the details provided there.

NEW HOURS:

MON CLOSED | TUE-THU 4PM-10PM | FRI-SAT 4PM-11PM | SUN CLOSED