



Phase 3

75% Re-opening

City Base Entertainment

Original draft 5/5/2020

Phase 2 revision 6/7/2020

Phase 2 revision 6/20/2020

Phase 3 10/16/2020

Phase 3 revision 12/11/2020

Updated or revised information

Phase 3 Of Re-opening For City Base Entertainment

Standards and safety procedures for guests and staff

Welcome Back

We asked the guest to participate in our safety procedures and without your participation it makes our success going forward much more difficult. We wanna make sure that everyone has a safe, fun movie going experience and make sure that our staff is protected at the same time.

If You Feel Sick

If you have any symptoms don't risk it. If you are sick please think about others just like you would want others to think about you. Stay home. If you've purchased a ticket we will work with you when you get better and reimburse you.

PPE Also Known As Personal Protective Equipment

City Base Entertainment will be REQUIRING masks and facial coverings as of Monday 6/22/20 after the announcement from Nelson Wolff. We do everything that is RECOMMENDED AND REQUIRED by our local, state and federal government and also the CDC and world health organization. Covid is always evolving, as a business we will be making sure we adapt to all safety practices to make sure we provide a fun, safe experience to all our guest. In the auditoriums we ask if people are not consuming food to be considerate and wear the mask if possible. But with social distancing and people having delicious popcorn and snacks it will be complicated to wear a mask at the same time. We ask people to be mindful but in the general areas they will be mandatory such as the lobby, hallways, bathrooms and arcade. When you're in the movie you will probably take your face mask off to eat your concessions and enjoy your movie, that is fine. Please be considerate if you happen to cough from accidentally drinking your soda the wrong way. Please be considerate and put on your mask and go somewhere where you can clear your throat. We don't want to make any other guests feel nervous during this time. We hope you understand.

Payment Options And Procedures

We will have money procedures put in place with safety procedures to limit the transfer of contaminated money by not recycling money received by guest to give to another guest. Employees will be able to sanitize their hands or gloves in between transactions if they receive cash. We do recommend everyone use a non-contact pay method such as Apple Pay, Samsung pay or credit card /debit card. For those cash transactions we will have designated areas assigned for this. Also, if you would like to purchase a gift card you are welcome to do so. City Base is equipped with front facing card readers so our employees do not have to touch your card, you simply insert the chip or swipe your gift card with with no human contact.

Upon Your Arrival Into City Base Cinema. Here are the following protocols for each area.

Entering The Theater Pre-Screening

We will have a member of our team physically greet you and pre-screen every guest and every employee that comes in the theater. Note: Every employee will need to go through a pre-screening process to check on their wellness and to be in compliant with the Governors orders upon entry. Our team member will ask you a couple simple questions and show you some signs to make sure you don't have any symptoms or to make sure you have not been in contact with anyone who has the COVID-19 virus. If you question yourself at all, we will kindly ask you to consider others and will give you a refund for another day. They will also voluntarily be asked for a temperature check. Remember this is not mandatory this is a participation at will only.



**DO NOT
ENTER**

IF YOU HAVE ANY OF THESE SYMPTOMS:



Cough



Runny/stuffy
nose



Fever



Sore throat



Diarrhea



Vomiting



**Wash your hands and help protect
each other from getting sick.**

For more information ► sanantonio.gov/COVID19



CITY OF SAN ANTONIO
METROPOLITAN HEALTH

5/15/2020

Ticketing And Box Office

We will be opening up our box office and all tickets will be purchased digitally on our [website](#) or [Fandango](#) and outside of our box office. You have to practice social distancing while standing in line 6 feet apart from one another for outside purchasing of tickets. We will have door greeters to help minimize your contact with high traffic, hard touch surfaces such as doorhandles. We will also be offering sanitizer by our kiosks, that will be frequently cleaned in between transactions. If you use any of the apps you can also scan using the barcode reader so you don't have to touch anything.

Bar

We will have a designated line just for the bar. There will be stickers on the floor to maintain a 6 foot social distancing. We will also display all our offerings on our bar TVs so you don't have to come in contact with any menus or hard surfaces. Our bartenders will not handle any sort of payment but simply make your drink. We will have a designated cashier to handle payments. We will have lobby seating available for people of the same group. Anybody that's not part of the same group cannot attend at the same table. Tables will be sanitized in between usage.

Concession

We will have lines separated by social distance and markers to practice social distance for guest. We will have a cashier that is designated to only taking your order and not touching any food products. Back bars will be put into place to prep and serve your food and drinks. You will then pick up your order at another section of the concession stand away from the cashier. If you do qualify for a refill we will not take your old cup or bag. We will simply replace your cup and your bag with a new one. Once food is passed to a Guest it cannot go back into the concession stand. We will simply ask you to throw it away and if we need to replace it, then the manager on duty will assist accordingly. All condiments such as salt, butter, utensils and napkins will be given upon request. Food items will still be picked up at our hot food window. We ask that you please practice social distancing while you wait for your order.

Movie Theater Ushers

Our team members are going to work really hard to make sure that we put every sanitation measure given to us by our state and local government and The CDC in place for your safety and theirs. Our

team will be sanitizing every hard surface such as handrails, door handles, seats and any other surfaces our guest can come in contact with. Our team members will also be cleaning the restrooms frequently. They will clean restrooms every 20 minutes and sanitize all hard surfaces. Our team will have designated sanitizing solution and disinfectant that will not be cross contaminated into other areas such as theaters, concession stand or restrooms. We are also thinking ahead and providing larger gaps in between shows to give more than adequate time for our team to clean and sanitize the theater properly.

Management team

Our managers have made a sworn commitment to make sure that all these procedures are put into place every single time. They will be going through the facility to make sure that the employees are practicing all procedures and conducting good hygiene. If anybody that is not participating or not helping us follow the guidelines given to us by our federal, local and State government, the manager will proceed with actions necessary to resolve the issue. The manager on duty has the final decision to rectify the situation. The managers are working hard to make sure that the cinema and the industry comes back strong and healthy. Anyone, including our staff that does not comply with our policies will be asked to leave. We take this extremely serious. If you have any questions or concerns you can always email us at info@gotocitybase.com



Hand Washing Procedures For Guest And Employees

We could not explain this any better than to be able to share this image provided by the world health organization on how to wash hands. All employees and our guest must follow these procedures to help us stop the spread of bacteria or COVID-19 virus.

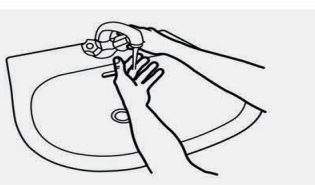
How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



Duration of the handwash (steps 2-7): 15-20 seconds

0



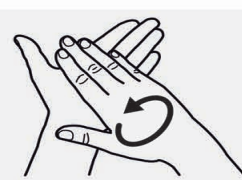
Wet hands with water;

1



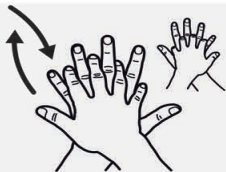
Apply enough soap to cover all hand surfaces;

2



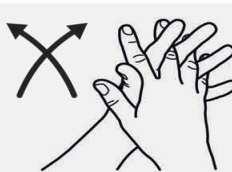
Rub hands palm to palm;

3



Right palm over left dorsum with interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms with fingers interlocked;

6



Rotational rubbing of left thumb clasped in right palm and vice versa;

7



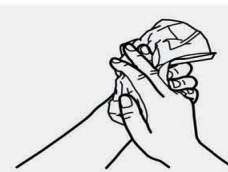
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8



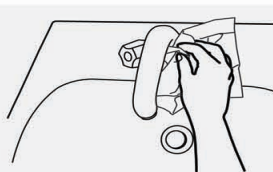
Rinse hands with water;

9



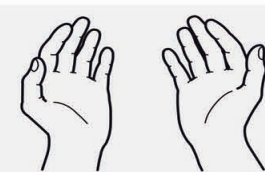
Dry hands thoroughly with a single use towel;

10



Use towel to turn off faucet;

11



Your hands are now safe.



**World Health
Organization**

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

How We Can All Help Prevent The Spread Of COVID-19

We are so blessed to have an amazing city and live in one of the greatest states. Our local city officials provided this below. This is truly how to help stop the spread of respiratory illnesses. Once again, without your participation we cannot be successful. So please help us and thank you for coming back to the movies.

Coronavirus Disease 2019 (COVID-19) Reduce Your Risk



**You can help prevent the spread of respiratory illnesses
with these actions:**



Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose and mouth with unwashed hands.



Avoid close contact with people who are sick.



If you feel sick, stay home and please contact your healthcare provider.



Clean and disinfect frequently touched objects and surfaces.

For more information visit: sanantonio.gov/COVID19



Arcade Room

The large arcade room will be closed starting December 11, 2020. We will still have a small game area in our lobby. We will provide hand sanitizer and gloves upon request. Games will be placed with proper social distancing and will be sanitized in between usage. We will also be working with our game company to properly sanitize all games with commercial grade sanitizing solution. This will keep the games free of viruses and bacteria for up to 30 days.



I would like to thank all the amazing people on the south side and San Antonio for always believing in City Base Cinema. We started the business 9 years ago and were welcomed with open arms, great stories, amazing people and the magic of the movies. When we started City Base, I truly wanted to have a theater that was YOUR theater, that is why we always rely on YOUR feedback before we make decisions. We are truly an independent theater that is always working hard to make your experience and memories special. Thank you, once again and we will see you at the movies!

Sincerely,

Brad Smith

Managing Partner

Updated or revised information