

Cleaning Protocols and Additional Measures

Altitude Visitors,

Many of our guests are understandably concerned about their health and wellbeing amid the COVID-19 outbreak. To minimize the chance of the spreading of any germs at our park, in addition to our standard daily cleaning and disinfecting protocols, we have implemented several additional steps...

Cleaning – Our staff will perform extra cleaning services throughout the day as well as a thorough cleaning every night after closing. All cleaning will happen with the use of Clorox Wipes and other disinfectant products on all surfaces throughout the facility. These surfaces include trampolines, pads, dodgeballs, foam cubes, vending machines, and arcade games as well as commonly touched surfaces such as door handles, counters, computers, couches, benches, tables and bathrooms. During our weekends we have added additional staff to allow for any extra cleaning without having to take away from staffing our courts and front desk.

Behavior – We have asked all staff to stay home if they or any family members show any symptoms relating to the flu or COVID-19. Likewise, we ask that if you or a family member is feeling ill, please stay home and refrain from going out into the general public. We encourage all customers to regularly wash their hands using soap and warm water, as well as the hand sanitizers located throughout our park. If you find any dispensers to be empty, please let a manager or team member know immediately so they can be refilled as soon as possible.

We will be closely monitoring recommendations from the Town of Billerica, State of Massachusetts, and the CDC. We will provide any updates within the park if new developments or changes are necessary. We remain committed to providing our guests, friends, and families a clean and safe place to have fun. As always, safety is our top and #1 priority.

If you have any additional questions or concerns, please do not hesitate to contact the park and speak with a manager.

General Manager- Rebecca Keenan

Assistant Manager- Amy Beaton

Best Regards,
Altitude Trampoline Park- Billerica
(978)-663-5867

Helpful resources:

- How to protect yourself: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- Understanding the virus: <https://www.cdc.gov/coronavirus/2019-ncov/about/>

Altitude Cleaning Protocols

As the threat of COVID-19 hits closer and closer to home, we want to make all customers are aware of our daily cleaning protocols that have been in place since our opening day. We take our park cleaning very serious as we are a high-traffic business. In addition, we have a professional cleaning company that comes in every Fri-Sun and every Mon-Fri during a school vacation week. Please continue below to see the policy we have in place for keeping our park clean and safe for all visitors and the additional actions we are taking to assure our park is consistently clean at any point throughout the day. As always, safety is our top, and #1 priority.

Current Protocols

1. Attractions and Trampolines - ALL mats (black, purple, and orange pads) are cleaned and disinfected daily. Including...
 - Battle Beam
 - Jousting sticks
 - All dodgeballs
2. Shared surfaces- every surface is wiped down using Clorox Disinfecting wipes daily
 - Tables and attached seating
 - Countertops
 - Cubbies
 - Computers and Keyboards
 - Phones
 - Pin Pads/ Remotes
 - Door handles
 - Couches/ Benches
 - Vending Machines and Coolers
 - Arcade Games/ Massage Chairs
 - Bathrooms (toilets, sinks, mirrors, changing stations)
3. Regularly checking hand sanitizer and soap dispensers throughout the park to make sure levels are sufficient.
4. Vacuum all carpeted areas and rugs daily.
5. Wiping down windows and glass daily.
6. Foam Pits are inspected, cleaned and fluffed.
7. Park floors (bathrooms included) and mopped each night.
8. Restrooms are checked regularly.

Additional Cleaning Measures

- Equipment is cleaned at the end of Toddler Time and again throughout the day if needed, in addition to nightly cleaning.
- All shared surfaces are to be wiped and disinfected during any down time or slow period of the day.
- Foam blocks are sprayed with disinfectant cleaning agent, fluffed and re-sprayed at closing every night.
- Dodgeballs will be wiped using Clorox wipes many times during the day.
- Additional Hand Sanitizer dispensers will be available for use throughout the park.
- Restrooms will be inspected hourly.
- Employees are instructed to wash hands regularly.
- Signage from the CDC has been posted in all bathrooms on how to properly wash hands.