



**WILL YOU RE-START THE  
FANS PLEASE!**

**COVID-19 SAFETY MEASURES**



**THE CRYSTAL MAZE  
LIVE EXPERIENCE**

# BEFORE WE RE-START THE FANS...

Here at The Crystal Maze LIVE Experience, it is our business to deliver you a truly interactive, frenetic and, yes, extremely silly team challenge. But for now, allow us to adopt a more serious tone than usual, in order to highlight our commitment to the safety and wellbeing of you and our colleagues.

We are excited to welcome you back for a bucketload of, much needed, fun. To do this, we have introduced a whole range of new Health and Safety measures in line with government guidelines and requirements of local health authorities that seek to reduce the risk associated with the presence of COVID-19.

Things will be a little different as we all navigate this new world. Some of these new measures will be immediately obvious from the outset, whilst others will require some input from you to ensure that, together, we can have the most exhilarating fun, in the safest possible way.

**Please take a moment to read our crystal-clear guidelines...**

# THE CYBER ZONE

## PLANNING YOUR VISIT



We are making temporary changes to the group make up – teams will only be made up from single bookings, with no mixed teams. The minimum booking number, therefore, will be for 4 people.



Please pre-book your tickets online ahead of time, wherever possible.



It is now a legal requirement from the government for face coverings to be worn in our attractions. Please ensure you are wearing your face covering for the entirety of your visit, unless you are exempt.



We are now a cashless attraction. Please be ready to make any onsite payments using a contactless bank card.



If you, or anyone in your household, are displaying any of the symptoms associated with Covid-19, we politely ask you not to visit. In this instance, contact our guest services team on 0161 791 0727 or email them at [guestservices@the-crystal-maze.com](mailto:guestservices@the-crystal-maze.com) to rebook your experience for a later date free of charge.



Please check our social channels or website for the most up to date information before you leave your home.

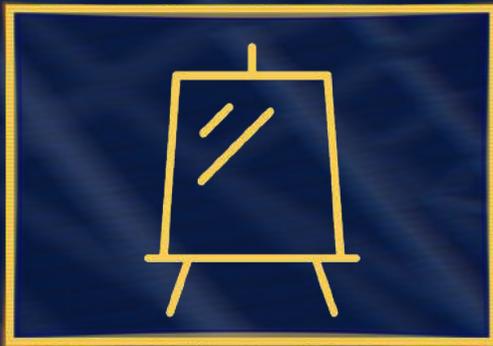


Please arrive promptly, 30 minutes before your ticket time, so we can best manage limiting contact with any other teams onsite.

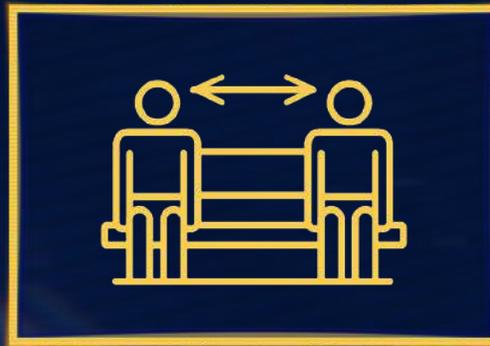


Please always consider the latest government guidelines when making your booking. Your team may need to be made up of a single household or support bubble depending on guidelines on the time of visit.

# THE EMBARKMENT ZONE WHEN YOU ARRIVE



You will notice new signage and additions to safety briefings. Please pay attention to these, and our staff, as they will give you all the key safety messages and instructions.



There will be new arrival, waiting, and briefing areas at The Mazes. You will be directed to these either by our staff or signage.



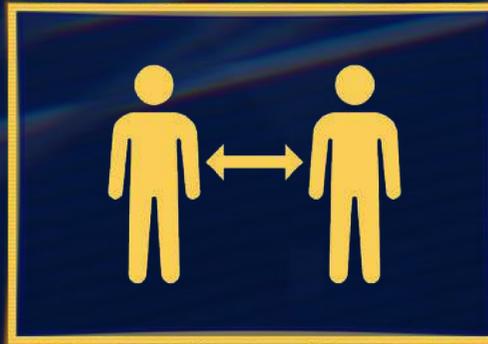
We may also require you to participate in non-contact temperature checks as a condition of entry. Any person who does display a high temperature associated with fever will not be permitted into the attraction.

# THE TWO METRE ZONE

## SOCIAL DISTANCING



Clear signage or floor markings have been installed in our entrances, waiting areas, and within The Maze to help guests and staff members maintain a safe distance from each other.



We have reduced our capacity to limit the amount of people in the attraction at once to assist with social distancing.



We have installed new hygiene screens at many of our counters to separate guests from staff members. (We know, we'll miss you too, but at least we can see you.)



We have reviewed and revised our operation overall, bringing in new spaces or new ways of interacting with you.



You will be with your Maze Master for the majority of your experience. As with other areas they will be wearing face coverings and gloves, social distancing, and will instruct you where to stand or what you need to do. Please look after them, as they look after you, by listening to what they tell you.

# THE DECONTAMINATION ZONE

## HYGIENE AND DISINFECTANT



We have introduced Enhanced Cleaning measures, throughout the day and after each team has left a room, which seek to disinfect high frequency touch points, such as the games and The Crystal Dome.



We have increased the number of hygiene stations / hand sanitiser dispensers around the attraction for guests to use, and we will require you to make use of them at all necessary points.



As with our staff, we politely request that all our guests uphold the highest possible hygiene standards – for example, covering your mouth when sneezing or coughing, and regular hand washing/application hand sanitiser.



We have introduced new Deep Cleaning measures in the event that a person presents themselves with symptoms consistent with COVID-19.



As well as having face coverings and gloves available to you, we will also require you to wear gloves (provided) for certain areas of The Maze.



Some of our games will temporarily be out of operation as we reopen. We will endeavour to reinstate these as soon as possible.



Our fetching bomber jackets will also temporarily not be in use. You are of course welcome to bring your own.

Measures will be adapted and changed in line with government guidelines, so be sure to check back on our website and social channels as you prepare your visit.

We hope these new measures provide you with enthusiasm and confidence to visit The Mazes, and we are eager to welcome you back. Whilst every effort is being taken to protect the safety and wellbeing of our guests, everyone should inform themselves of the risks, conditions and personal responsibilities before your visit.

Thank you for your understanding and support. Now, Mumsie...

**WILL YOU RE-START THE FANS, PLEASE!**