



To Our Loyal Guests

I am writing today on behalf of my wife, Joanne, and our great Management Team. We have been overwhelmed by the many calls we have received daily asking if are open yet? I am excited to announce that we have (finally) re-opened for the 2020 Season.

Throughout our 38+ years serving the NE Ohio Communities, we have ALWAYS made the safety & welfare of our guests and team members our most important objective. The Coronavirus (COVID-19) has created a health crisis around the world that none of us has ever experienced and hopefully, once it passes, we will never see anything like it again in our lifetime.

Our Management Team, which is one of the most experienced in the entire Amusement Industry (our 6 members average almost 30 years/each, almost all at SNT) has worked tirelessly to incorporate new COVID-19 Protocols throughout the park. The modifications we have made is too long to list but some of the changes you will see on your next visit are below:

Team Members will have their temperature taken and will be given a health assessment prior to clocking in for each shift. All Team Members will be wearing facial masks. Their work areas have been modified so that they can maintain appropriate social distancing between them while serving you. They are required to wash their hands at least every hour (for at least 20 seconds) with soap and water, in addition to other appropriate times. Our Team Members have been thoroughly trained in the new COVID-19 Protocols.

Guests: We encourage guests to wear facial masks/coverings for the protection of other guests and our team members but at this point we are not making it mandatory. We offer a mask & several pairs of gloves for \$1.25/pack.

Many other initiatives were undertaken while we were closed. We completed a very thorough and comprehensive "deep cleaning" from our ceilings to our floors inside our Main Building. Outside, our golf course carpets & walkways were pressure-washed. Our golf holes have been modified so that your ball does not go into a golf cup that could lead to cross contamination. Each outside attraction has undergone a complete deep cleaning. One of our winter projects was the complete rebuilding of all 15 of our pitching machines.

Go-karts & bumper boats are disinfected & sanitized before each ride. Baseball/Softball bats, batting helmets, golf putters, golf balls and paintball markers and masks also are sanitized prior to each use. Games in our Gameroom have been reconfigured so that we can maintain

appropriate social distancing. Social Distancing inside our Gameroom is closely monitored for your protection.

Plexiglass has been installed at all counters and windows throughout the Park so that there is a barrier between team members and guests when 6' cannot be maintained. All seating areas in our dining area, outside patios, and our bar have been reconfigured to maintain appropriate social distancing. You will see marks throughout the park at our queuing lines spaced 6' apart to remind guests to maintain appropriate social distancing. You will also see numerous reminder signs throughout the park regarding social distancing.

In our food service and Ice Creamery, we will be using utensils that are wrapped in paper to avoid germs potentially being transmitted when passing out a utensil or a guest taking one from a common self-serve station.

Perhaps the most important new protocol is our even greater commitment to cleaning, disinfecting, and sanitizing. We have always worked diligently to maintain a very clean and sanitary facility, but we have now taken it to an even higher standard. We have designated team members whose only job is to be constantly sanitizing all high touch areas throughout the park. We have also added additional wall mounted hand sanitizing stations throughout the park.

We have made the decision to temporarily close our Kids Korner Indoor Play Area. Maintaining a safe distance between the younger kids while they are playing in the tubes, slides, etc. would be very challenging and the nature of the tubes and slides would make the appropriate disinfecting and sanitizing tasks extremely difficult.

I was honored to be chosen as the "Industry Expert" for Family Fun Parks/Centers to serve on the Tourism Work Group for Governor DeWine. For those of you that do not know, we were the first family entertainment center built and opened in the Eastern U.S. in a non-tourist location. We are very proud of our contributions to our industry over the past 38+ years. We were partners for many years in the largest go-kart, bumper boat, and commercial pitching machine company in the world. We also were a partner in a Miniature Golf Course Design & Construction Company. Swings-N-Things was used as a "model" facility for prospective buyers from around the world.

Most of our industry's safety procedures, manuals, etc. were developed at Swings-N-Things when the industry was just in its infancy. Most of these procedures are still in place throughout the industry today. We have one of, if not the best, guest safety records in our industry and have had it for almost 30 years.

At a time like this, we think it is vitally important that you know our commitment to your health and safety. The following is not something we talk a lot about, but you should know, we are not just another entertainment facility. We are internationally recognized as one of the top FEC's in the world. First and foremost, we are family-owned and operated – we are not a chain

with multiple locations. Running Swings-N-Things is all we do, and we do it 24/7 12 months a year. Our extremely experienced Management Team are just as passionate about our industry and Swings-N-Things as we are.

Throughout our 38+ years in business, I have been actively involved within our industry association, IAAPA (International Association of Amusement Parks and Attractions). IAAPA represents Amusement Parks, Water Parks, Zoos, Aquariums, Museums and Family Entertainment Centers/Parks. IAAPA has members in over 100 countries and is over 100 years old. This is the same association that Disney World, Cedar Point and Six Flags are members. Each segment (i.e. Theme parks, Water Parks, etc.) is divided into “constituencies” with each having a committee of veteran owners who oversee and assist the members within their constituency. I served on the Family Entertainment Center Committee for 15 years and was Chairman of that committee for 5 years. I also was elected to the IAAPA Board of Directors for a 3-Year Term. I was the sole representative for the entire Amusement Industry in 2009 testifying before the Department of Justice on new ADA (Americans with Disability Act) Standards for the Amusement Industry. I personally wrote the new ADA Standards for Miniature Golf. In 2009 I was awarded IAAPA’s Meritorious Service Award, one of only 3 awards IAAPA hands out worldwide each year. A previous recipient of this prestigious award was Walt Disney. We mention these facts because at a time such as this, we think it is important that you know you can feel very safe when you and your family visit Swings-N-Things.

We hope to see you soon. In the meantime, stay safe!

Tim Sorge
President/Owner
Strike Zone, Inc. dba Swings-N-Things Fun Park
8501 Stearns Road
Olmsted Twp., Ohio 44138
Direct: 440-235-4420 ext. 108
[Watch Our Promotional Group Video Here!](#)
[SNT Summer Video](#)
www.sntfun.com