



Kia ora JUMPers,

With the latest announcement from the Prime Minister, Auckland will be moving to Level 2 at 11:59pm on 30th August.

This means JUMP will re-open on Monday 31st August at 10am

This is a very challenging time for kiwi businesses like ours. However, we know we have the support from our beloved customers and wider community and we will ensure you are all kept safe while visiting JUMP with our strict health and safety measures to ensure you have a fun time.

**So what does this mean for you, your friends and family wanting to visit JUMP?**

**JUMP CONTINUES TO REMAIN CLOSED DURING LEVEL 3**

**JUMP REOPENS MONDAY 31ST AUGUST AT 10AM DURING LEVEL 2**

**ONLINE BOOKINGS ONLY** - at level 2 we require EVERYONE to make an online booking before visiting JUMP. Customers MUST pre book via our website [www.jump.co.nz](http://www.jump.co.nz) or by giving us a call on 09 600 5397. This provides contactless payment and also allows us to contact trace our customers and control our capacity within our buildings.

**LOWERED CAPACITY** - JUMP will be restricting the amount of people we allow into our facility and onto our trampolines as per the government's guidelines of group gatherings at level 2.

**CUSTOMER TRACKING** - Following the Government guidelines we must collect contact details for all our customers during Level 2. Booking online provides these details and speeds up the processing time upon arrival. You MUST also scan the Govt QR code on arrival. We strongly encourage you to keep your spectator numbers to one per booking during this time.

**SANITISING STATIONS AND MASKS** - At the entrance of each location we will have a sanitiser stand for all customers to use before entering. We will also have sanitising stands set out throughout the parks and we encourage all of our customers to sanitise before entering the jumping platform and after touching surfaces. All staff will be encouraged to wearing a mask and we encourage our customers to do the same during Level 2.

**CONTACTLESS PAYMENT** - Online bookings ensure we minimise contact however if purchasing from the cafe we encourage using paywave and not cash.

**SOCIAL DISTANCING PRACTICES** - Our staff have been undertaking sufficient training during the lock-down period to ensure that they know how to manage social distancing appropriately - you can expect these measures to be implemented until further notice.

**FOAM PIT & NINJA COURSE CLOSED** - During Level 2, all foam pits the Ninja course will be closed.

**NO OUTSIDE FOOD POLICY REMAINS** - JUMP has always been very strict on this rule however we will have a zero tolerance protocol for any outside food brought into our premises.

**BIRTHDAY PARTIES** If you have a party booked this us during Level 3, our team will be in contact to update you or possibly reschedule. If you are booking a birthday during Level 2 there is a restriction of 10 people only. 8 children and the parents of the birthday child. Guests are to be dropped off and picked up at the conclusion of the party.

**GROUP BOOKINGS** If you wish to visit JUMP as a group, there is a restriction of only 10 people. We cannot take any exclusive hire bookings during Level 2.

What can you do to play your part when you visit JUMP once we are open?

- If you have flu like symptoms, PLEASE STAY HOME
- Make an online booking before coming to JUMP
- Read and understand our terms and conditions PRIOR to visiting our locations.
- Practice correct hand washing procedures with your children prior to entering our facility.
- Follow the rules of one person per trampoline which allows a distance of 2m between people when on the trampolines.
- Put your JUMP socks on only before you enter the trampolines. Do not wear them into the park on arrival. Try not to touch our floor surfaces with your bare feet.
- Come comfortably protected and prepared - we understand that everyone has been taking different measures to keep themselves safe during this pandemic - face masks, gloves etc. are all welcome.
- Pre download the New Zealand tracer app for faster processing

On behalf of our entire team we are confident that our JUMPers will read and understand these conditions prior to visiting our facilities. PLEASE if you have any questions in regards to anything feel free to give our friendly head office team members a call on 09 600 5397 or message us via our website or Facebook and we can assist you with whatever it may be.

We believe that with a collective approach our innovative and unique kiwi business can make it through this tough time.

We will be in touch again soon - until then, stay home keep connected and stay safe.

Ngā mihi,

JUMP North Shore

JUMP Avondale

JUMP Takanini