

**IN CASE OF  
EMERGENCY:**

**AN EMERGENCY  
PREPAREDNESS GUIDE  
TO HELP YOUR  
FEC OVERCOME  
THE UNEXPECTED**



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**ARE YOU PREPARED?**

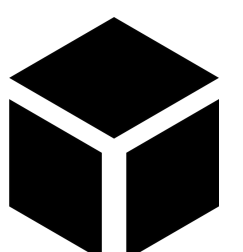
# **WELCOME TO THE PCS EMERGENCY PREPAREDNESS GUIDE!**

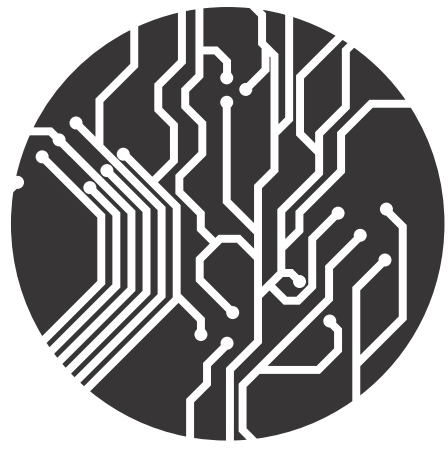
We created this guide after talking with thousands of FEC owners around the globe—and from our experience owning and operating FECs too!

If there's one thing you can never do too much of, it's planning. Being prepared is always a good thing, especially for emergency situations. Even if you don't expect difficult situations to arise often, having a plan for how to handle them will alleviate a lot of stress and fear, and ultimately help you keep your business strong and secure.

We'll be covering quite a bit in this guide, so please take what you need. We'd also love to hear from you about emergency scenarios you've experienced and overcome.

Here's to being prepared!





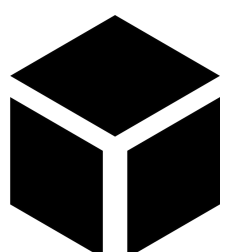
# TECHNOLOGY SYSTEMS, SOFTWARE AND SERVICES

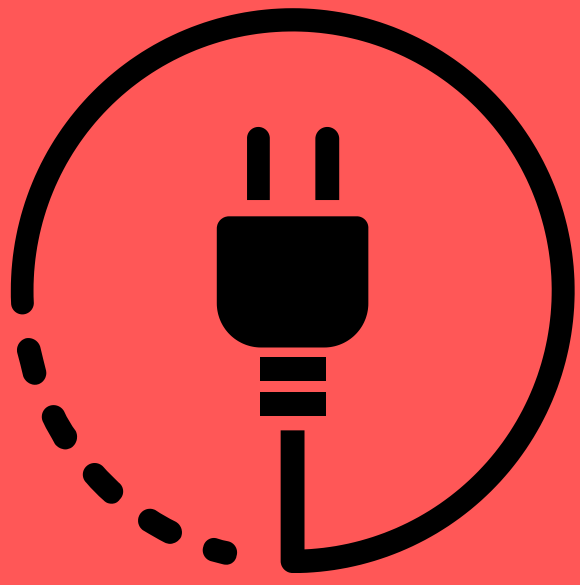
Technology systems, software, and services run your business.

You need power to keep your lights on and technology running, attractions working, food cooking, and business moving. Your computer systems, software, and other services ensure that you can best serve your customers quickly and efficiently.

So what happens when the power goes out, servers go down, or technology fails?

As business owners, we have an opportunity to avoid mayhem by being prepared ahead of time. When it comes to emergency preparedness, having alternate plans in place when things go awry will ensure your business doesn't skip a beat.





# POWER OUTAGES

Power outages are bound to happen. From heavy storms to natural disasters, down wires to simple human error, power failure can—and does happen. Having an emergency plan in place for this scenario is key.

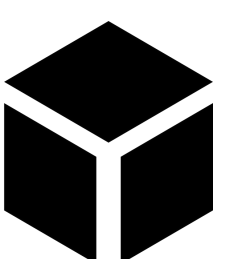
Things to consider during a power outage situation:

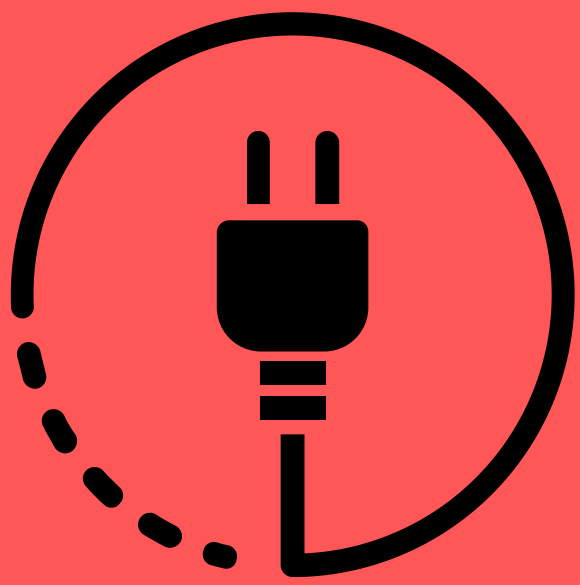
## 1 YOUR GUESTS

Your guests are the reason your lights are on in the first place, right?!

So, be sure to attend to them first in the event of a power outage.

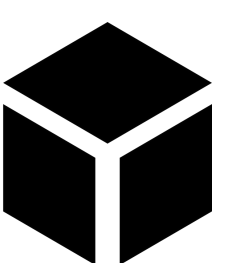
What can you do to make sure your staff handles these situations appropriately *and* your guests have an easy experience at your facility when this type of emergency occurs?



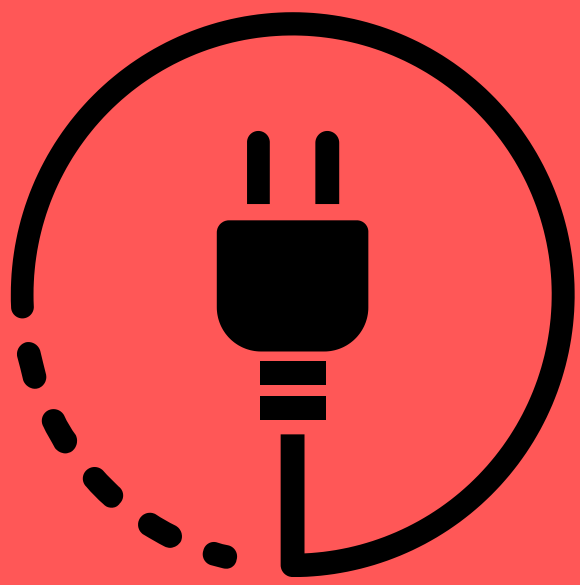


## TIPS FOR HANDLING POWER OUTAGES

- **Teach your staff to stay calm.** Having a calm demeanor when dealing with an emergent situation will help your guests to feel comfortable, too.
- **Have an evacuation plan.** In the event the power doesn't turn back on right away, your guests will need to promptly exit the facility. Practice this evacuation drill with your staff often so they know exactly what to do.
- **Designate specific members to check attractions.** When the power goes out, it's critical you have a team member whose sole responsibility is to check your attractions and other potential hiding spots such as the bathroom, bumper cars, and stairwells for guests—especially little ones. Inflatables begin deflating as soon as the power turns off, and you want to make sure no one is trapped inside.





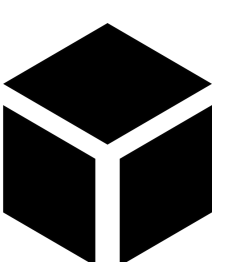


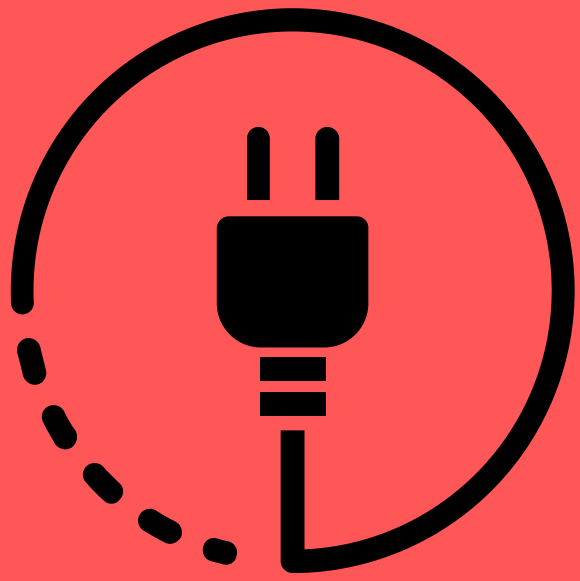
## TIPS FOR HANDLING POWER OUTAGES

- **Have a backup solution.** Power out because it's storming? If you install a backup generator, it will give you some additional bandwidth to keep some power going while the outage occurs.

Even if you're not able to run your entire facility, there's still opportunity. Have a designated area set up for these scenarios and have some simple game ideas to keep guests entertained (even a simple game of duck-duck-goose works!).

- **Have power outage "survival kits."** Have bins full of items such as cell phone charging cords connected to external batteries, extra batteries, flashlights, and snacks, especially if the outage is due to inclement weather that would prevent you or your guests from immediately leaving the facility.





## TIPS FOR HANDLING POWER OUTAGES

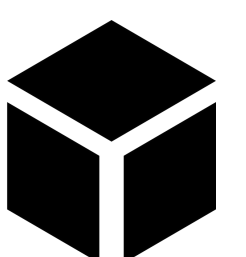
### 2

## TECHNOLOGY DEVICES AND SOLUTIONS

Power outages will also impact your technology devices and the systems or software solutions you use.

Your computers will likely be inaccessible, as will your WiFi. If you need to take payment, access birthday party information, have guests sign digital waivers, use your point-of-sale system, etc., or you have an arcade, a power outage can be a big disruption.

The good news is it doesn't have to be! If you have an emergency plan in place for these scenarios, you'll get through just fine.







# WIFI ISSUES

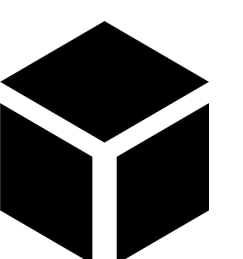
## HAVE AN ALTERNATE PLAN FOR WIFI

Have an alternate plan for Wifi loss or an Internet outage. An easy solution for this is to have a device that can access a cellular network, like a hotspot or even a cell phone.

Most computers can “hotspot” to a cellular Internet connection (as long as the computer has a Wifi capability). If your computer doesn’t have WiFi capability, you might consider upgrading your device so you don’t find yourself in a bind during an emergency situation.

## NEED TO TAKE CREDIT CARD PAYMENTS WITH NO WIFI?

If you’re a Party Center Software customer and your power goes out, you can continue to take payments through the PC Pay Virtual Terminal.





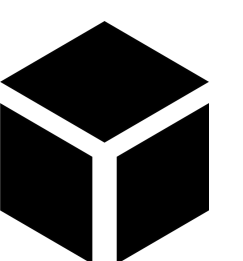
## **TIPS FOR HANDLING WIFI ISSUES**

If you're not using Party Center Software, or you'd like to be prepared with an additional backup, you might consider having a binder with paper credit card authorization forms printed out.

That way when the power comes back you'll be able to run the credit card. Additionally, whenever you're taking a credit card payment without the card being present, there will be some degree of risk. Asking your customer to sign a credit card authorization form gives you permission to charge their card and will help safeguard you against chargebacks. Just be sure to check ID to be safe as well!

## **NEED A CREDIT CARD AUTHORIZATION FORM TEMPLATE?**

**We've got you covered!**





## ONE (1) TIME CREDIT CARD PAYMENT AUTHORIZATION

Sign and complete this form to authorize \_\_\_\_\_ to make a one-time charge to your credit card listed below. By signing this form, you give us permission to debit your account for the amount indicated on or after the indicated date. This is permission for a single transaction only, and does not provide authorization for any additional unrelated debits or credits to your account.

I, \_\_\_\_\_, authorize \_\_\_\_\_  
(Cardholder's Full Name) (Merchant's Name)

to charge my credit card account indicated below for  
\$ \_\_\_\_\_ on \_\_\_\_\_. This payment is  
(Amount \$) (Date)

for \_\_\_\_\_.  
(Description of Goods/Services)

### **Billing Information**

Billing Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Email \_\_\_\_\_

Phone # \_\_\_\_\_



## ONE (1) TIME CREDIT CARD PAYMENT AUTHORIZATION

### Card Details

☐ Visa   ☐ MasterCard   ☐ Discover   ☐ AMEX

Cardholder Name \_\_\_\_\_

Account/CC Number \_\_\_\_\_

Expiration Date \_\_\_\_ / \_\_\_\_ CVV \_\_\_\_ Zip Code \_\_\_\_\_

I authorize the above named business to charge the credit card indicated in this authorization form according to the terms outlined above. This payment authorization is for the goods/services described above, for the amount indicated above only, and is valid for one (1) time use only. I certify that I am an authorized user of this credit card and that I will not dispute the payment with my credit card company; so long as the transaction corresponds to the terms indicated in this form.

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



## TIPS FOR HANDLING WIFI ISSUES

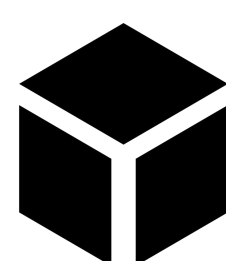
### WHAT ABOUT YOUR HARDWARE?

Something to consider when choosing hardware devices is what their potential impact might be during a power or WiFi outage.

Wired devices are a great choice if you happen to run into Internet issues.

If you're in an area where your Wifi connection is unstable or you experience outages frequently—or your system is overloaded—wired devices that connect directly into your Internet modem might work best for you.

If you have a solid WiFi connection, wireless devices might be a fine choice for you. Just be sure to have a WiFi back-up in case.







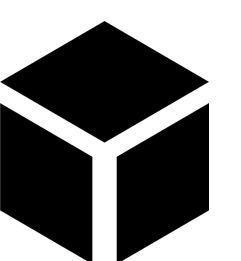
# PARTY BOOKINGS

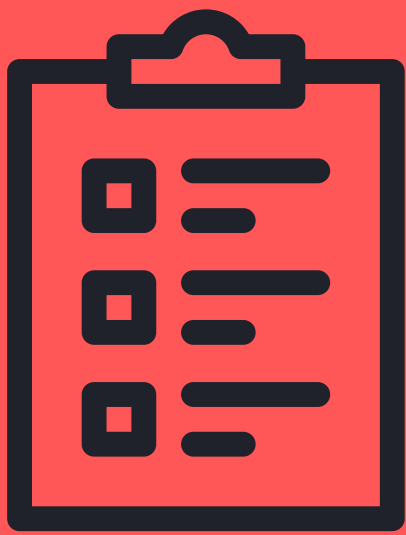
## DON'T FORGET ABOUT YOUR PARTIES!

Technical issues can put a kink into an otherwise seamless day if you don't have a back-up plan.

Don't forget about your birthday parties and events for the day! You'll need an alternate plan if your power goes out, WiFi loses connection, or you experience other technological issues.

One of our Customer Success Managers here at PCS was also a former GM of an FEC! She suggests printing out all your events for the day in the morning from your [online party booking software](#). That way, information is easy to find if you aren't able to access a computer. And, what if your computer dies when you're in the middle of booking a party over the phone? Having a paper version of a Parties & Events form will ensure you don't miss anything! Keep a few dozen copies in a binder with your other Emergency plans and forms.





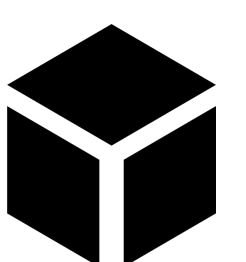
# ADDITIONAL FORMS AND INSIGHT

## ADDITIONAL FORMS TO CONSIDER PRINTING

- Party or Event Form (Guest Count, Details, Invoices, etc.)
- Waivers
- Cleaning Checklists
- First Aid Contents List
- Vomit Cleaning Kit (Absorbing Solution etc.)

## GUESTS REMEMBER YOUR RESPONSE!

Put your guests and their safety first during these situations and they will appreciate it! Many times power outages are a result of circumstances out of your control, and the way you handle the scenario is what will make people decide to return again or not—so be prepared!





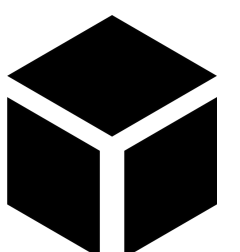
# HEALTH AND SAFETY EMERGENCIES

As unfortunate as it is, you may experience an emergency in your family entertainment center related to health and safety.

No matter how many precautions you may put into place, accidents happen, and it's better to be prepared for one than to be caught in a panic without a plan for how to handle it.

There's no doubt that every FEC will have minimum standards and guidelines to follow regarding health and safety, but additional regulations may be enforced depending on what state or country your facility is in.

The following tips are meant to serve as helpful suggestions, but be sure to do your own research to make sure you're meeting—or exceeding—the rules according to your location.





# HEALTH & SAFETY EMERGENCIES

## DESIGNATE A CHAIN OF COMMAND

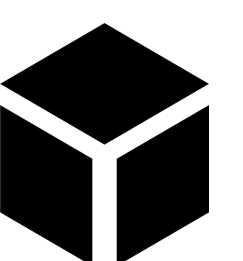
In the event of an emergency, your employees need to know who to look to for direction and take orders from.

The individuals you select are likely already part of your management team, however, make sure to communicate who is in charge of what if an emergency situation occurs.

## STAFFING

Be sure to double check your staffing schedule!

You need to make sure that each responsibility area is covered in your emergency plan. You don't want to be caught without at least one designated emergency leader on shift at all times.





## **HEALTH & SAFETY EMERGENCY TIPS**

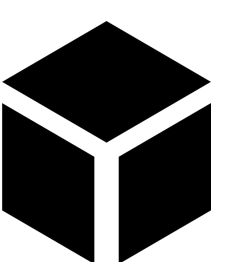
### **EMERGENCY PROCEDURES**

Discuss examples of major emergencies with your team, and write down a procedure of what should be done to effectively handle each situation. Hold staff meetings periodically to practice their responses and put these emergency plan sheets in a well-known and easily accessible place for all.

### **CPR AND FIRST-AID**

Prioritize having as many as your staff members as possible certified in first-aid and CPR. Begin with your management team (including yourself!) and work your way to getting the rest of your staff certified as time and budget allow.

If a health-related emergency or injury occurs in your facility, you need capable employees who are trained in being able to assist the affected individuals as quickly as possible while you wait for a medical team to arrive (if needed).







## HEALTH & SAFETY EMERGENCY TIPS

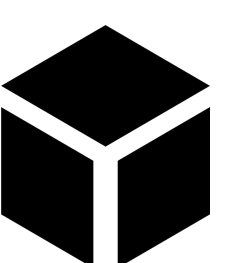
### ATTRACTION SAFETY

One of your biggest priorities as an owner or manager of a family entertainment center should be the safety of your staff and customers.

Make sure each of your attractions get routine, documented maintenance, and all of your employees knows how to safely operate each attraction you have at your facility.

It's also your responsibility to communicate the proper guest behavior to exhibit while enjoying your attractions. Print large signs that list out the proper behavior for each ride and hang them where it's easily readable, especially for those who will be on the attractions. Make it known to parents and chaperones (if you run a facility for children) that if these rules aren't followed, play will not be allowed.

There's nothing wrong with strictly enforcing rules when safety is at stake!





## HEALTH & SAFETY EMERGENCY TIPS

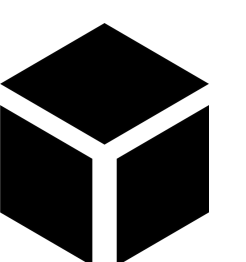
### ASSISTANCE LIABILITY

This is another area of planning that is going to require some research. Look into what your country and/or state laws state about your responsibility/liability when helping someone in an emergency before a trained medical staff is able to arrive.

Make sure to include a section freeing you from liability should guests need help in emergent situations while waiting for a professional medical team to arrive in your waivers.

### INCIDENT REPORTING

To protect both you and your staff, it's best to always fill out an incident form as quickly as is appropriate after an emergency situation occurs. Make sure to get statements and contact information from all parties involved, and take necessary pictures.





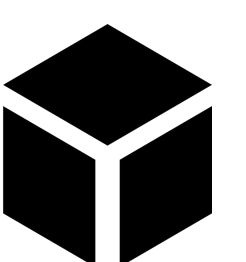
## HEALTH & SAFETY EMERGENCY TIPS

### EMERGENCY STAFF COMMUNICATION

Not only should you have a list of all local emergency numbers (police, fire, hospital) printed and displayed for all employees to see, you should also be sure to have contact information for your leadership team and how your staff can reach you in case of an emergency as well if you're not present at the facility when it happens. In the event that all staff needs to know about a particular situation, [use your facility management software](#)! It can be used as a contact sheet for all your employees.

### EMERGENCY GUEST COMMUNICATION

Use your facility management software to pull guest emails as well. This will allow you to quickly relay information such as updates to operating hours or an unexpected facility closure to your customer base.





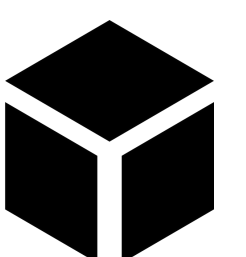
# CLEANLINESS

Customers notice when you're not paying attention, and this is especially true for cleanliness.

Your guests want to feel like they are walking into a clean environment, and you should, too! As a business owner, it should be important to you to constantly have your facility looking its best, right?

## BE CLEAN. BE PREPARED.

- Create multiple cleaning checklists, specifically catered to each area of your facility, with details such as what kind of products should be used on what surfaces, and how often the particular cleaning should be done.
- **Prepare for accidents.** Assemble cleaning kits ahead of time for emergencies such as vomiting and toilet clogs or overflows. Train your staff on the appropriate way to clean these to prevent contamination or the spread of bacteria.







## TIPS FOR HEALTH AND SAFETY EMERGENCIES

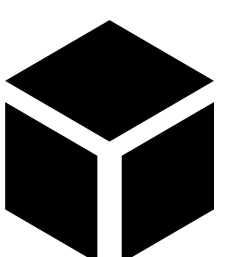
- **Stock up on cleaning supplies and paper goods.** You never want to be caught in a health/cleanliness emergency without the proper tools to take care of it. Always order a bit more than you need in your routine orders to make sure you always have enough.

## MANDATED CLOSURES

It's not often these situations happen, but you may suddenly be faced with mandated facility closures due to virus outbreaks or other illnesses.

If this were to happen to your facility (*again*), how would you prepare yourself/your business? What would be in your preparedness kit?

Now that the FEC industry has learned what aspects of their business are hit hardest by mandated closures, it's important to write down a plan of attack for what to do should it happen again.







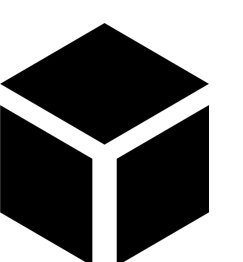
# FINANCIAL EMERGENCIES

Set a goal for a specified amount of money that would help you during an unexpected time of crisis. Once you reach this threshold, don't let your account dip below that amount. It may not completely save you from hardship, but it's better to have a little bit of backup than nothing at all if your doors are forced to be closed.

For business and money saving advice, there are numerous resources such as books and podcasts to assist you. [Dave Ramsey](#), a very popular personal money-management expert is worth checking out!

You may also choose to be proactive and perform a deep clean of your facility. [Refer to official websites for tips and advice on thorough sanitizing.](#)

For more cleanliness tips, check out our complimentary eBook, [Serving Customers: Why It Matters and How a Service-First Approach Will Keep Customers Coming Back.](#)





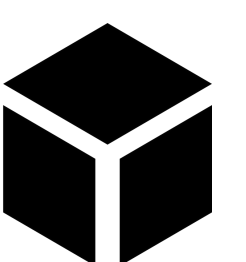
# SAFETY EMERGENCIES

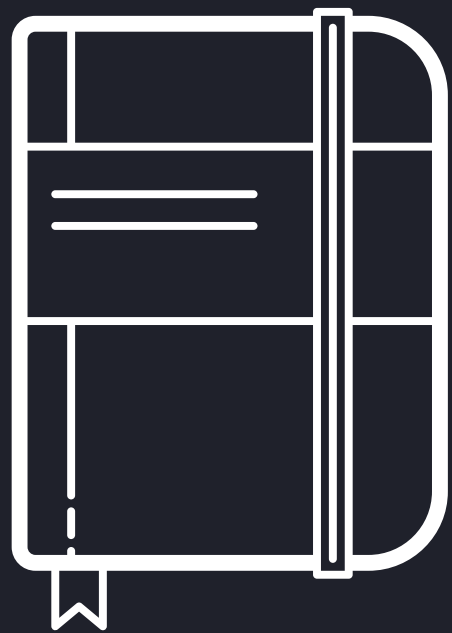
Unfortunately, there's a possibility that your family entertainment center could experience any number of safety emergencies from:

- unhappy customers or employees
- angry customers who threaten or turn violent
- active shooter
- fire
- missing child
- police calls

and more. One of the quickest ways to be prepared in the event you must deal with an emergency like this is to run mock drills as if the were happening in real time. The way your team performs during a test is how they will respond if the real thing was happening.

Make sure you practice until your staff responds quickly and efficiently, and periodically test throughout the year to make sure their responsibilities are still top of mind.





# NOW IT'S YOUR TURN!

We hope the advice in this Emergency Preparedness Guide serves as a solid foundation for creating your own custom Emergency Preparedness Plan for your family entertainment center.

Prioritize organization and advanced planning so you're able to handle whatever emergency situation you might find yourself in like a pro.

What are some emergency plans you already have in place at your facility? What plans do you not have, but plan to create now that you've read this guide? We'd love to hear from you!

Share your plans and ideas in our [Party Center Community\\_group on Facebook](#)! You can connect with other FEC owners and operators to support each other and share insights!

***We can't wait for you to join us!***

**- Your Friends at Party Center Software**

