



# A LETTER TO OUR COMMUNITY

TO OUR CHERISHED GUESTS AND FRIENDS,

THANK YOU TO EACH AND EVERY ONE OF YOU FOR YOUR LOYALTY AND ENDORSEMENT OF OUR CURBSIDE, DELIVERY, AND HEAT & SERVE FAMILY MEALS DURING THE PAST FEW WEEKS. YOUR POSITIVE COMMENTS, REVIEWS, FAITHFUL VIEWERSHIP OF OUR DAILY VIDEOS, AND GENUINE SUPPORT WAS OVERWHELMING, AND WE ARE FOREVER GRATEFUL.

WE HAVE BEEN COUNTING DOWN THE DAYS UNTIL WE ARE ABLE TO SEE YOU AGAIN AND AFTER CLOSELY MONITORING THE LATEST DEVELOPMENTS AND EVALUATING APPROPRIATE STEPS, **UPTOWN ALLEY SURPRISE, IS EXCITED TO RE-OPEN THE DOORS TO OUR RED EMBERS RESTAURANT 11AM-10PM DAILY, EFFECTIVE MAY 13, 2020.** UPTOWN HAS ALWAYS PUT THE CARE AND WELL BEING OF OUR STAFF, GUESTS, AND LARGER COMMUNITIES AHEAD OF PROFIT AND WE REMAIN FOCUSED ON HOW WE WILL PLAY OUR BEST ROLL DURING A TIME OF UNCERTAINTY AND CHANGE, BY CONTINUING TO OFFER A POSITIVE, FUN, AND SAFE ENVIRONMENT FOR ALL WHO VISIT OUR VENUE.

OUR TEAM HAS BEEN METICULOUSLY PLANNING FOR THE RE-OPENING OF OUR FACILITIES, AND HAVE IMPLEMENTED CHANGES TO COMPLY WITH PHYSICAL DISTANCING, MAINTAIN ACCORDANCE WITH GUIDELINES SET BY GOVERNMENT OFFICIALS, AND TO ENHANCE OUR ALREADY STRICT CLEANING PROCEDURES. ONLY BY TRYING TO EXCEED LOCAL, STATE AND NATIONAL HEALTH REQUIREMENTS ARE WE READY TO OPEN OUR FLOORS TO OUR LOCAL COMMUNITIES AGAIN.

AS YOU ENTER OUR VENUE, YOU WILL NOTICE WE HAVE IMPLEMENTED NEW OPERATIONAL PROCEDURES AND, FOR THE TIME BEING, THAT OUR GAMING FLOORS REMAIN CLOSED. WE HAVE REMOVED ALL STOOLS FROM RAILS AND BARS, SEPARATED SEATING AREAS TO PROMOTE PHYSICAL DISTANCING AND HAVE ENHANCED ALL CLEANING PROCEDURES TO PROVIDE A HEALTHY AND POSITIVE SOCIAL SPACE. IN ADDITION TO THESE PHYSICAL CHANGES WE HAVE RETRAINED ALL STAFF USING AN UPDATED EMPLOYEE TRAINING MANUAL, WITH A HEIGHTENED FOCUS ON SANITATION AND PREVENTION AS WELL AS THE LATEST SERVICE STANDARDS AND RESPONSIBILITIES.

WITH THE ACCOMPLISHMENT OF THESE NEW INITIATIVES, MEANT TO KEEP YOU, OUR EMPLOYEES, AND LARGER COMMUNITY HEALTHY, IT WAS NECESSARY FOR US TO MODIFY OUR WEEKLY AND DAILY SPECIALS AND CONDENSE OUR FOOD AND BEVERAGE MENUS. WHILE WE HAVE ADAPTED OUR BUSINESS PRACTICES TO FIT CURRENT HEALTH AND SAFETY NEEDS, UPTOWN ALLEY WILL CONTINUE TO OFFER A POSITIVE, FUN, AND ABOVE ALL, SAFE ENVIRONMENT FOR OUR FAMILY OF STAFF AND GUESTS, IN ADDITION TO MUCH NEEDED HOPE FOR THE COMMUNITIES WE SERVE.

WE REMAIN COMMITTED TO PROVIDING YOU AND YOUR FAMILIES WITH WORLD CLASS EXPERIENCES AND HOPE THAT THESE MEASURES GIVE YOU CONFIDENCE THAT WE ARE TAKING THE NECESSARY PRECAUTIONS DURING THESE UNCERTAIN TIMES. THERE IS NOTHING MORE IMPORTANT TO US THAN MAKING SURE WE NAVIGATE THIS SITUATION AS EFFECTIVELY AS POSSIBLE, SO YOU CONTINUE TO FEEL CONFIDENT VISITING. WHEN YOU'RE READY TO COME SEE US, WE'LL BE HERE TO SERVE YOU.

STAY WELL. STAY HEALTHY. STAY POSITIVE. SEE YOU SOON!

SINCERELY YOURS,

*The Uptown Alley Surprise  
Family of Employees*