April 14, 2020

We wanted to give you an update on what is happening at the Ice Center of Cupertino and the Cougars. We continue to be under a state and county order to remain closed, which currently is scheduled to end on May 3. As you may know, the local school districts have extended the closure period until the end of the school year; we fully expect the order for all non-essential businesses to remain closed will last at least that long, if not longer. We will provide further updates as we receive new information.

While that is happening, our fulltime salaried staff remain working (from home) and on payroll. We have supported our hourly employees in completing unemployment insurance documentation. We are updating our plans for reopening on a weekly basis. We are monitoring our refrigeration equipment remotely as well, with any on-site maintenance done as needed. The rink has been thoroughly cleaned since the closure order happened.

While the rink will remain closed for the foreseeable future, this is only a temporary situation:

**THE ICE CENTER OF CUPERTINO WILL FULLY REOPEN ONCE THE STATE AND COUNTY RESTRICTIONS ARE LIFTED AND WE DEEM IT SAFE FOR OUR CUSTOMERS AND STAFF.**

**Please take a look at our FAQ’s; we will post more as needed:**

* **Is the ice surface still frozen?** Yes, we continue to keep the ice frozen for several reasons. First, it takes a lot of resources and time to rebuild the ice once melted. In addition, the only source for the quality ice paint that we (and most others) use is located in Ontario, Canada, and not only are they currently facing the same non-essential business closure orders as we are, but also all non-essential trade between the U.S. and Canada has been halted. If we were to allow the ice to melt, it could be several months after the restrictions are lifted before we could get the ice paint we would need in order to fully reopen the rink. Lastly, the ice paint has a shelf life of less than a year, which is why no rink stockpiles ice paint internally.
* **I’ve heard the rink in Valencia, CA has closed permanently and will not reopen as an ice rink. Is this going to happen to the Ice Center of Cupertino?** No. The Ice Center of Cupertino has a very long-term lease in place, and while the rink is temporarily closed now because of the non-essential business restrictions, we will fully reopen when these orders are lifted and we deem it safe. All available staff will be rehired once the rink is reopened. All the programs that we offer will continue to be offered. Once we know the reopen date, we will issue new schedules for every single program we offered prior to the shutdown, including any make up sessions for interrupted classes. There will be some other, special, reopening events happening, so stay tuned for that information.
* **What about the Spring/Summer Hockey Program that was scheduled prior to the restrictions; are these schedule dates still viable?** The dates for the S3 Camps, High Intensity Training, Pre-Tryout Camp, GSE Elite Spring Travel League and the Cougar Norcal Spring Travel League will be modified once we know when the business restrictions are lifted and it is safe to reopen the rink. We fully intend to operate a full slate of Spring/Summer programs as we have done each of the past 7 years, modified as required by the truncated calendar. As soon as we can confirm the dates, we will notify every one of the updated schedule and modified registration/payment links.
* **What about cleaning/sanitizing once the rink is reopened?** We understand that, even when the rink reopens, customers and staff will continue to have concerns about safety. We will have, as always, plenty of hand washing supplies in stock, and hand washing has been shown to be the best defense. We will also have several hand sanitizer stations in strategic locations throughout the rink when hand washing might not be possible for some reason. Staff will be sanitizing counters and other high-traffic locations frequently, and we will be doubling our cleaning schedule that we have in place after the rink closes for the night.
* **What can we do to help?** The most important thing every one of our customers can do to help us during this time is to come back once the rink reopens. We are working on several fronts to minimize our expenses while temporarily closed, as well as using all small business assistance that is being offered. Our main economic concern, perhaps surprisingly, isn’t for the time we are closed, it’s for the period of time after we reopen. So, once the restrictions are lifted and it’s safe to do so, please come back to the rink and enroll in all the Spring/Summer Hockey Programs that you were going to take prior to these difficult times. Your support once the rink reopens is very important to us.