

8/24/2020

Thunderhead Bowl & Grill
4337 Old Taneytown Rd.
Taneytown, MD 21787
410-751-1750

Thunderhead Customers and Staff,

I would like to start this letter with one word.... Values.

Since March 16, 2020, the first day we were required to shut down our bowling operations, due to the COVID-19 pandemic, not a day has gone by that I have not contemplated this word.

Additionally, just before the mandatory shutdown, as the pandemic was on our doorstep, I watched an interview with Yum China Holdings, Inc. CEO, Joey Wat. She said, "Good times build confidence, tough times build character". I wake up everyday and recite this quote to myself.

None of these words are easy to follow nor easy to exemplify in our world today.

As leagues are scheduled to begin again, there is a great deal of uncertainty concerning how to operate them safely.

There have been many discussions about how to continue safely operating the bowling center with every lane in use. To do so, the Carroll County Health Department requires that we must show that "social distancing" is being enforced (maintaining at least 6 feet of spacing while on the lanes during league play). I cannot see how Thunderhead staff and/or league officers can effectively enforce and maintain this requirement in the "every lane usage" scenario.

After much consideration, I feel Thunderhead Bowl & Grill must do the following:

- We will continue to offer leagues to our customers under the "every other lane" format, as presented in our league officers meeting on 8/18/2020.
- **Masks are required to be worn during leagues on and off the lanes**, with the only exception being while consuming food. *(The mask mandate is a requirement of the State of Maryland and is non-negotiable according to County officials).*

We at Thunderhead Bowl have been made aware that other centers in our area have made decisions regarding lane availability during league play that differ from our center. We maintain that the well-being of our customers, league members and staff

are our primary concern, and although we must strive to survive as an industry – safety of our customers and staff will ALWAYS be held above profit at Thunderhead Bowl & Grill. To that point, we will not knowingly risk the health and security of any of you. We will continue to adhere to the CDC, Federal, State and Local guidelines regarding COVID-19.

Make no mistake, Thunderhead Bowl & Grill relies on your business to become profitable again. But, part of being a responsible member of a community is to put the health and safety of that community above profits. We must show the CHARACTER to do what we feel is right and our responsibility to our VALUED customers and staff.

This has been an extremely difficult decision to make. If you choose to not join us for league play at this time, we understand; and we look forward to welcoming you back when we return to more “normal” operations.

Thunderhead Bowl & Grill continues to remain open and committed to serving you and our community for open bowling, league bowling and food service, currently at reduced capacity. Again, masks and distancing are required in our center.

Please continue to check our website (<http://thunderheadbowling.com/>) and our Facebook page to keep up to date with our current offerings and expansion of services as they become available.

Stay safe, respect each other, and come see us for some safe bowling fun! We will be here when you are ready.

Sincerely,

A handwritten signature in black ink that reads "Mark Kraus". The signature is written in a cursive, slightly slanted style.

Mark Kraus

Proprietor / Thunderhead Bowl & Grill