

HEALTH AND SAFETY POLICY AND SAFETY PROTOCOL IN PLACE - VIRTUAL REALITY

LIABILITY WAIVER

You understand that there may be a danger associated with participation in virtual reality activities and that there is a risk of physical or psychological injury or health related ailments (including, but not limited to, nausea, orientation problems, dizziness, discomfort, episodes of dizziness, seizures, motion sickness, general discomfort, headaches or anxiety), or risk of pain, suffering, death, temporary or permanent disability, and/or emotional loss as a result of participating in such virtual reality activities. You understand and agree to freely and knowingly assume all known and unknown risks associated with your experience, including any application and content made available to you through it.

To the fullest extent permitted by applicable law, you hereby agree to unconditionally and irrevocably release and hold PHI harmless from any and all actions, causes of action, liabilities, claims or demands whatsoever and of whatsoever nature, whether known or unknown, and even if arising out of PHI's negligence, that may arise out of or in connection with your experience, including any application and content made available to you via the Virtual Reality experiences.

HEALTH AND SAFETY POLICY

AGE RESTRICTIONS

Access to the Virtual Reality Experiences is restricted to persons 8 years of age and older. However, the virtual reality experience is only permitted for persons 13 years of age and older, as recommended by the virtual reality headset manufacturers.

Restrictions also apply to visitors with special health conditions. Please take a few minutes to read the following health warning.

THE INFINITE, PRESENTED AT THE ARSENAL FROM JULY 21 TO NOVEMBER 7, 2021

THE INFINITE will not be accessible to anyone under the age limit on the day of their visit, even if accompanied by an adult. We cannot make exceptions. Children between the ages of 8 and 12 can access the content using a digital tablet and must be accompanied by an adult. Please note that the adult accompanying the child during his or her visit will wear the virtual reality headset.

HEALTH WARNING

When using a virtual reality headset, it is preferable to wear contact lenses instead of glasses. Please follow all instructions given by our staff regarding the proper use of the virtual reality headset. Please empty your pockets of all sharp objects and notify us immediately if you feel uncomfortable. Wearing the virtual reality headset is not recommended if you suffer from sleep deprivation, anxiety, are under the influence of drugs or alcohol, have migraines, earaches or other ailments. These can increase your sensitivity to adverse symptoms. People who are prone to motion sickness are also more likely to experience discomfort when using a virtual reality headset. We recommend that pregnant women, the elderly, and people with psychiatric disorders, binocular vision abnormalities, heart disease, seizure disorders, or other serious illnesses, as well as people with pacemakers or hearing aids, consult a physician before using a virtual reality headset or any other form of immersive technology. Do not use virtual reality headsets if you have symptoms of strabismus, amblyopia or anisometropia. These symptoms may be aggravated by the use of virtual reality headsets.

THE INFINITE, PRESENTED AT THE ARSENAL FROM JULY 21 TO NOVEMBER 7, 2021

Please note that THE INFINITE experience includes strobe effects that may cause nausea, primarily in the work by artist Ryoji Ikeda.

COVID-19

You must select a specific date and time to attend an event when you purchase your ticket during the COVID-19 pandemic. If you need to cancel your visit or change the date or time, please contact us at the email address or phone number listed below. Anyone experiencing any of the symptoms of COVID-19 or who has been in contact with a person diagnosed with COVID-19 (please refer to the [Quebec Public Health website](#)) is asked not to attend. If you have symptoms associated with COVID-19, please reschedule your visit by contacting us as soon as possible by email at boxoffice@phi.ca or by phone at 1 (855) 526-8888.

SECURITY PROTOCOL

We have security measures in place to protect you from COVID-19. To learn more, please read this safety protocol.

OVERVIEW

In response to the global pandemic caused by the spread of COVID-19 and in an effort to provide virtual reality experiences to the public in the safest way possible, the team has implemented the following COVID-19 safety protocol. The team ensures that each element of the protocol is systematically implemented to provide a range of precautions to allow each participant to enjoy the full experience. It is important that each element of the protocol is followed.

Staff may deny access to any individual who refuses to follow the instructions.

PHYSICAL DISTANCING

The virtual reality facilities have been designed with safety in mind. The different spaces have been designed to ensure the greatest possible distancing, the flow of visitors has also been reduced. All employees and customers must maintain a physical distance of at least 2 meters in their interactions. Staff members take additional precautions, such as wearing masks and checking temperature.

PERSONAL PROTECTIVE EQUIPMENT

Anyone entering the exhibit area will be required to wear a mask covering their nose and mouth. Bandanas and masks with ventilation holes will not be permitted. A mask will be provided to anyone who enters without a mask. Staff members will change their masks every 4 hours.

FRAGRANCE AND ALLERGIES

I have allergies, will I be affected by the fragrances used in the experience? The last area of the experience involves scented scenography. The fragrances used have been certified according to the International Fragrance Association's industry standards and are used in accordance with these standards. The certification and safety sheets are kept on-site and are available on request. If you are particularly concerned about the impact of the scented scenography on your allergies, please contact us and we will be happy to provide you with this information.

CLEANING AND HYGIENE

All surfaces will be disinfected at the end of each day.

HYGIENE

Clients must wash their hands or use a hand sanitizer containing more than 60% ethanol or 70% isopropanol upon arrival. All staff members must wash their hands or use hand sanitizer between visits.

Last revised: July 6, 2021