

October 24, 2007

Dear Onyx Customers,

Recent news reports have highlighted an unsettling number of Methycilin Resistant Staphylococcus Aureus (MRSA) outbreaks nationwide, but particularly in the Metro Detroit area and here in Rochester. At the Onyx, our customers are our highest priority, and we are doing all that we can to continue to offer you the safest and cleanest environment possible.

We have always held ourselves to the highest standards in regards to the cleanliness of our facilities, and will continue to do so. Our facilities maintain a rigorous cleaning schedule, and we have established cleaning protocols designed to keep our customers protected against MRSA and other infections. In all of our facilities, we use cleaning agents that are approved by the EPA to kill the bacteria that causes MRSA. These agents are used consistently, and we are confident that their frequent use will provide our customers with a clean and sanitary environment.

Individuals should also be taking actions to protect themselves and their families against MRSA and other infections. The following recommendations will help in reducing the risk of MRSA transmission :

- Wash hands frequently with warm water using an antibacterial soap for at least 20 seconds.
- Make sure any cuts, scrapes, rashes, etc are properly treated and covered completely with a sterile bandage.
- Do not share personal items, such as towels, razors, or soap.
- Wash all clothing frequently with an antibacterial detergent.
- Spray protective gear with an antibacterial agent such as Lysol or Febreze, and allow those items to dry thoroughly before using.
- Avoid direct skin contact with locker room surfaces whenever possible. The use of shower sandals is recommended, and sitting directly on locker room benches should be avoided.
- If a wound looks infected, get it treated by a physician immediately.

While no environment can be 100% safe from MRSA or other infection, the steps outlined above can greatly reduce that risk. We are taking this issue very seriously, and will do all that we can to protect our customers. We take great pride in offering our customers a great facility, and we are committed to providing a safe and sanitary environment all of the time.

Thank you very much for your patronage, and if you have any questions, our arena staff will be happy to assist you.