

Overview of how we keep our customers safe from Covid-19

On Activity sessions

02/07/2020

1. All bookings will be taken on-line or over the phone with card payment or bank transfer
2. Designated toilet area to one activity group – which all surfaces and touch points are cleaned between each session.
3. There will be one-hour gap between each activity, this will allow us to clean any surfaces/ areas/ equipment that have been used.
4. Participants are asked, not to arrive early, if this is unavoidable please do not leave your car until you are collected 10 mins before the start of the activity so health checks can be carried out and the opportunity to use the toilet before we start.
5. The party will not move around site unaccompanied; they will have a designated instructor with them at all times.
6. Temperature checks will be carried out on arrival and a completed health check form will need to be handed in on arrival. If one person is displaying any symptoms the whole group will be refused entry and given the opportunity to rebook once they are all symptom free and have adhered to the government self-isolation period. Re-booking cannot be taken any earlier than 14 days after first symptoms appear.
7. All staff will have temperature checks before starting work/session and sanitise their hands.
8. Any group that arrives on site that do not adhere to the government guidelines re- being from the same household/social bubble will be asked to leave.
9. All activity groups must have an appropriate adult taking part, any disabilities that require extra help will need to provide their own carer.
10. Once at the activity, customers will be asked to sanitise their hands prior to handling any equipment and at the end of the session.
11. All activity sessions will be coached at a social distance (in-line with government guidelines) with clear demo's and instructions.
12. There will be no child only sessions, adults within the family bubble may be asked to guide their children under the coach's instructions.
13. All Staff will have Covid-19 training and carry their own PPE, they will not break the 2-meter rule unless an emergency happens, they will have a mask and gloves available at all times.