

COVID-19  
A framework for the re-opening of  
Skywalk Adventure



## 1. Overview

This document sets out the framework for the safe re-opening of Skywalk Adventure (Esher) facilities following the full closure due to COVID-19.

This document provides a basic framework of our operating guidance for customers, staff and supply chains once the Government has said facilities, or parts of facilities, can open. These guidelines apply to the premises as a whole and therefore include the outside space, car parks and walkways.

The framework has been developed under guidance from all major governing bodies in the relevant sectors and from international partners who are at different stages of managing the COVID-19 crisis.

This document is a live document and will be updated accordingly together with all our Covid-19 risk assessments and plans. This document will be posted on our website.

This document can be read in conjunction with Sandown Sports Framework for re-opening which can be found on their website.

A phased strategy will be adopted as and when government allows which is currently focussed on permitting variations of outdoor activities with smaller numbers of people.

Safety will not be compromised for the sake of Covid guidelines and will always take precedent.

The aspect of fun and adventure will continue to be promoted and be at the forefront of communication with customers. .

## 2. General

- Signage will be on display informing customers and staff of social distancing measures, cleanliness and hygiene protocols throughout the facility. This will include a map for wayfinding.
- Staff and customer health and wellbeing will be at the top of our priorities, and anyone with suspected symptoms of COVID-19 will be sent home immediately and advised to follow Government isolation guidelines.
- Staff will ensure that social distancing is adhered to by all within the facility, based on the guidelines for each area.
- Training will be provided to staff.

- PPE (rubber gloves and surgical masks) will be available to staff should they wish to wear it however this will not be mandatory.
- Individuals will primarily be responsible for themselves when taking part in physical activity and will be expected to adhere to the advice outlined by the club.
- Any contractors on site must follow all social distancing, cleaning and hygiene guidelines set out by the club.
- Customers over 70 and/or those with underlying health conditions will be advised to stay home and take extra precautions until a time it is deemed appropriate for them to resume normal activities by the government.
- People flow and directional instructions will be apparent from the car park into the main building and one way systems will be put in place where practicable.

### 3. Cleaning, Course and PPE

- Cleaning procedures will be carried out by on duty staff throughout the day of high contact touch points, and checklists will be signed off as record.
- PPE will be cleaned after each use to manufacturers recommendations as is current practice, namely warm soapy water.
- PPE will be quarantined after cleaning and rotated for next customers.
- Rigorous cleaning procedures will continue each day specified by contracted cleaners (Cleaning Solutions) for the reception areas and office areas.
- PPE (rubber gloves and surgical masks) must be worn by staff when cleaning as a protective barrier.

### 4. Reception Area

- Queue management will be put in place to avoid crowding from the walkway, to the front door and leading up to the reception desk, in the form of 2m spaced lines on the floor. All staff and customers must follow the social distancing guidelines when visiting.
- No personal items may be placed on the front desk, and customers will be encouraged to stand back at a safe distance.
- Contactless payments will be encouraged where applicable although the vast majority of bookings are online.
- No walk in customers will be allowed, online booking only.
- The number of customers coming in/out will be monitored to ensure maximum capacity (tbc) is not breached.
- A plastic sneeze screen will be placed on top of the reception desk to protect staff, and only 1 staff member may be behind the front desk at one time to avoid crowding.

- Staff rotas will be adapted accordingly with breaks staggered to avoid congestion.
- Staff will keep a 2m distance in the office space, and not enter unless suitable space is available.
- Hand sanitiser and cleaning equipment will be available and staff and customers encouraged to use it upon arrival and throughout their visit.
- Check-in iPads will have wipes for cleaning down after use by each customer.

## 5. Corridors/ General Areas

- A one-way system will be implemented where possible to avoid crowding, which staff and customers will be expected to enforce and follow. This will be clearly outlined through floor stickers, arrows and/or signage. (see end of document for one-way system floor plans)
- Where a one-way system is not possible, customers will be expected to 'give way' to one another whilst keeping at a safe distance of 2m where possible.
- Specific entry and exit points will be marked clearly with the use of posters.
- Where possible, customers will be asked to park in alternate bays to help with social distancing.
- Entrances will be clearly marked with Entrance and Exit signs, and must only be used as instructed.
- Queuing will be enforced in 2m distances to enter the club when necessary.
- All water fountains will be switched off, therefore customers will need to bring their own.
- Re-opening strategy will be communicated to Sandown Sports to ensure no crossovers in social distancing and hygiene procedures, and to avoid crowding where the two businesses may overlap.

## 6. Changing Areas and Toilets

- There will be extra signage in these areas promoting hygiene and social distancing measures, pushing customers to wash their hands thoroughly before and after facility use and suggesting maximum capacity in each area.
- Limited lockers will be available to keep social distancing, with antibacterial spray/ wipes present for customers to clean after use.
- Limited toilet facilities will be available to ensure social distancing is followed.
- All personal belongings must either be left at home or placed securely inside a locker.

## 7. The Course

- A one-way system is already in place, but parents and watchers will not be permitted to come to the briefing area to avoid two way traffic.
- The briefing will be changed to provide additional information about the new guidelines.
- The briefing area will be marked to allow for social distancing during the briefing and harnessing session.
- Where close contact is unavoidable, such as harness and safety checks, our staff will wear masks and gloves.
- Smaller group sizes will spend a longer period on the course and there will be a longer crossover period between groups. Timetables will be amended to reflect these changes.
- Only 1 person per platform will be allowed (normally there are 2 people)
- Reduced hours to allow for rotation of harnesses.
- Gloves will be required to be worn whilst on the course.
- Sanitiser station will be available before and after.

## 8. Birthday Parties and parties with Ringos (Bonanza)

- Parties will re-open pursuant to government advice.
- Party sizes will be reduced.
- All equipment will be cleaned thoroughly by customers and/or staff upon return with antibacterial sprays/ wipes. Helmet liners are to be thrown away in bins provided.
- Gloves and full covered clothing is already a requirement for ringo party customers.
- Parents watching children will be limited to allow for social distancing.
- Party duration will remain one hour, but there will be a 30 min break in between bookings for cleaning purposes.

## 9. The Terrace Bar

- Will re-open when government restrictions allow and will operate under any guidelines issued by PHE or other national health authorities.
- Government guidance for food and drink establishments will be followed.

## 10. Exceptions and Miscellaneous

- Social distancing may be broken in the event a rescue is required. Staff will have PPE for such operations and customers will be advised on procedure at the time.
- Social distancing may be broken in the event that first aid must be administered. The first aider on duty must wear appropriate PPE, and in the case of CPR being delivered, staff must follow the specific guidance outlined by the Resuscitation Council UK.
- Exceptions on personal belongings allowed into the gym, studio and squash courts may include; medical belongings such as inhalers/ asthma pumps, EpiPen's for allergies, heart rate monitors if advised to wear one.
- Waiver forms will be changed to include Covid-19 compliance .

## 11. First Aid

- Staff must wear PPE (gloves and face mask) to administer first aid, and keep a distance if possible. These will be available within the First Aid Box.
- CPR may be administered if necessary following the Resuscitation Council UK's guidelines which can be found through the link at the bottom of this document.
- Hygiene standards will be prioritised, with staff administering first aid ensuring to wash and/or sanitise their hands both before and after delivering the necessary aid.

## Governing Bodies and References

Vertex Group - industry advice on re-opening

<http://www.vertex-training.co.uk/docs/VIGReopening.pdf>

UK Active - <https://www.ukactive.com/covid-19/#covid-19-coronavirus>

Snowsport England -

<https://www.snowsportengland.org.uk/guidance-for-return-to-snowsport-activity-updated-04-06-2020/>

England Squash -

<https://www.englandsquash.com/news/england-squash-coronavirus-statement>

Government - <https://www.gov.uk/coronavirus>

Resuscitation Council UK -

<https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/>

## Suggested Floor Plans/ One Way System





