



## **NPF BASSETTS POLE ADVENTURE PARK – COVID 19 POLICY 30/6/2020 v.1**

**We are lucky to operate our venue in a beautiful open woodland space with acres of room, lots of fresh air and room for you to move safely. We have always managed our venue with safety as a priority so please rest assured that we are working hard to put appropriate measures in place whilst still delivering a fun and enjoyable outdoor experience. Our current measures can be found below – these will be reviewed and updated as & when required.**

### **WHAT MEASURES ARE IN PLACE?**

- 1a) At present ALL bookings for activities should be made by telephone. We have disabled our online platform in the short term enabling us to effectively schedule and manage our venue and staff capacity in order to operate activities as safely as possible. Customers must not travel to the venue if they or members of their group/household display symptoms of Covid 19. NPF reserve the right to carry out temperature checks if required.**
- 1b) We encourage all bookings to be paid in full in advance before arrival. Advance reservations and deposits are still in operation to enable you to plan your session. This again reduces contact points for payment on the day**
  
- 2) All participants / players MUST complete an online E-Waiver as part of the booking process. Links are emailed directly to group organisers as part of the booking process. This reduces the need for paper waivers and digital touch-points on site. If required then our digital sign-in pads will be cleaned and sanitized after every use**
  
- 3) We are encouraging groups to book as “bubbles” and wherever possible private sessions will be given. On activities where groups may be participating with others social distancing & guidelines should be adhered to and instructor guidance followed. For more advice please contact us**
  
- 4) Groups will be received directly onto the car park where registration will take place. Groups will be shown to their allocated “pod” where necessary. This pod will be used only by them for the duration of the activities/ session. Any kit & equipment / PPE required by participants will be pre-allocated and issued at this point. We are able to run mixed groups so please call us if you have smaller group sizes and we will best advise on how to book.**
  
- 5) All participants / players will always receive a Full Safety briefing pertinent to their activities and to explain safety measures to be followed.**
  
- 6) Any cleaning / sanitizing items required by customers for their kit ie: paintball goggles will be provided at their allocated pod and made available in field if needed**
  
- 7) Where possible one way systems will be in use to help ensure customers, visitors & staff can remain a minimum of 1+metres apart**
  
- 8) Hand sanitiser stations have been placed at frequent intervals around the venue and in key “contact” areas such as toilets etc. Customers should ensure they make regular use of these stations**
  
- 9) Any items of kit & equipment used by the customer will be cleaned & sanitised prior to and after every use eg: paintball markers**

cleaned and wiped down throughout the activity, goggles cleaned and placed in sealed bags for use, quad helmets cleaned & sanitized and provided with a disposable hygienic helmet liner etc

10) Toilets are provided either with hot water hand washing facilities and hygienic warm air hand dryers or with hand sanitizer stations. Customers should adhere to social distancing guidelines when using the facilities.

11) Additional signage will be placed around the venue encouraging and reminding customers and staff of the need to remember to adhere to safe Covid 19 guidelines and to encourage good hygiene practice

12) Staff will wear appropriate PPE where required and also practice social distancing measures.

13) In the short term we will not be providing/selling hot food from our café area. Customers are encouraged to bring their own food/drinks wherever possible. Bottled drinks and snacks can be purchased in advance for your day.

14) Screens have been put into place in our shop counter/ admin areas for both your safety and that of staff. Admin and Purchases will be reduced via advance booking, reservation etc

15) Customers should arrive and leave promptly thus enabling us to keep the car park area and movement of people clear and efficient

#### **GENERAL RULES:-**

**\*Maintain social distancing at all times**

**\*Ensure you keep your equipment with you and never touch/use anyone else's kit**

**\*Practice good hygiene – if you need to cough/clear your throat cover your mouth with your arm/tissue**

**\*Sanitize / Wash hands regularly**

**\*Follow any instructions / safety briefings given by instructors**

**Finally – if in doubt please ask for help.**

**Enjoy your time with us**