

Coronavirus (Covid-19) specific information.



WEST LAKES
A D V E N T U R E
THE CENTRE OF ADVENTURE
IN THE LAKE DISTRICT

West Lakes Adventure will resume activities on Saturday 18th July.

The safety of our customers and staff forms the foundations of all we do, therefore we have been looking closely at how we can operate safely and will be operating within Government guidelines. We have adapted our procedures and practices in-line with these guidelines. Our activities will be run slightly differently to take in to account the government guidelines are in place, but we will ensure the same level of service, ensuring the sessions are fun and a great experience.

Our duties as a company.

We have researched extensively with government guidelines, our local MP and organisations providing activity specific advice and guidance on how we are able to operate activities and as a company, we will operate lawfully and line with these government guidelines. Activities and course provision will be informed and guided by a public health assessment of risk. (Government advice through PHE, HPS etc.)

Our Civil Duties.

Coronavirus (Covid-19) is still in existence and still poses a threat to us all, evidence suggests that outdoor activities may present a lower risk of virus transmission, we understand there must be a balance between growth in economy as restrictions for businesses are lifted and the welfare of communities, society and our environment.

- West Lakes Adventure, our instruction team and our participants are accountable for fulfilling our civil duties, the actions we all take must benefit the health and wellbeing of society.
- We will provide clarity to our participants, our partners, and our staff to enable compliance, engagement, and accountability.
- We will consider the viability and effectiveness of course delivery options through discussions with our scheme providers.

What can we offer?

We have put together the following information to clarify what we are able to offer and how, and re-assurance to our participants and instructors that we have implemented necessary procedures so ensure the safety of our participants and instructors wellbeing.

We have assessed the nature of all our activities and asked ourselves, “what can we offer”? We believe we can safely work with the current guidelines for most of our activities including:

- Canoeing
- Kayaking
- Rock Climbing
- Stand Up Paddle Boarding
- Raft Building
- Bush Craft
- Archery

At this point we will **not** be offering the **ghyll scrambling** or **canyoning** due to the hand’s on nature of the sessions, such as spotting clients up climbs and off the jumps, as we feel as a company, this is an extremely important part of running a session to ensure our participants safety.

Who can book due to the changes?

Groups of up to 6 people can meet in the outdoors, providing social distancing is in place, therefore we can take up to 5 people from different households on the activity (our instructor is classed as the 6th person). This means we will run our half day holiday activities with reduced numbers of 5. We can offer private groups of up to 5 friends in the outdoors, providing social distancing is adhered to.

Only two households can meet, therefore we can only take out members of one household (the instructor counts as the second household), your support bubble counts as your household – this is one exclusive person who at the beginning of June could join your family! This could be up to 8 people in line with our current activity ratio's.

Will the changes to the sessions impact the experience?

Our ethos is to provide our customers with a safe and enjoyable experience that will be remembered for years to come. Quality of experience and equipment as well as safety has always formed the foundations of what we offer.

- We will spend time at the beginning and the end of the session for verbal safety briefings, this has always been part of a session but we will include additional information specifically around Coronavirus (Covid-19) and demonstrating social distancing.
- Our venues we use are carefully considered and assessed to try and avoid the most popular crowded areas.
- Cleaning and maintaining our equipment, personal and safety kit has always been a matter of high priority for us. We will continue to machine wash or wetsuits and other clothing provided to our customers, and hand wash any other equipment used in viricidal sol this will then be dried in our drying room for at least 8 hours which reaches a temperature of over * Heat at 56°C kills the SARS coronavirus at around 10000 units per 15 min (quick reduction) we will clean all kit with approved viricidal solution in line with the manufacturers guidelines in order not to damage its effectiveness or quarantine for 72 hours after each use.
- Our instructors will follow recommended hygiene practice as advised within government guidelines.
- Sanitation of hands will be required before the sessions and available for use throughout sessions. We advise you bring along your own hand sanitizer.
- Information about the nearest public facilities to our venues is available on request, individuals are responsible for ensuring they understand the government advice in relation to Corona Virus (Covid-19). West Lakes Adventure is not responsible for or advise you on any Coronavirus (Covid-19) hygiene. It is your responsibility and choice to do what is appropriate during the activity. Guidance on Coronavirus (Covid-19) can be found on the government website [gov.uk/coronavirus](https://www.gov.uk/coronavirus)
- We will ensure we meet the requirements of our Insurers and follow advice from our Professional Associations and National Governing Bodies.
- Activities will require a sensible approach which will be of a mutual agreement between clients and instructors. Some objectives may not be feasible. The dynamic nature of being in the mountains, crags, rivers and our other working environments means that there may be occasions when ideal Covid-19 secure practice (in, for example, social distancing) cannot be maintained e.g. to deal with an immediate safety concern that takes priority.
- Clear information will be given at each stage of the booking.
- A thorough approach to both our clients and our staff regarding current guidelines.
- PPE will be available to our staff should they decide to wear it or they are required to wear it in some situations.
- We do not provide either masks or gloves for clients. We ask that you bring a face covering to wear in case it is required.
- Surgical masks and disposable gloves will be available for use in the event of an emergency in our first aid kits.

What happens if circumstances change due to Coronavirus (Covid-19):

In the event West Lakes Adventure are forced to cancel your activity at short notice for Coronavirus related reasons we are offering the choice of a voucher to postpone the activity or if you prefer a full refund.

We ask clients to agree to the following:

A: To follow relevant home nation Government guidance on Coronavirus (Covid-19), specifically that you will not travel to nor attend your activity with West Lakes Adventure if you should be self-isolating according to national guidelines. Guidance on the specific symptoms and self-isolation measures are clearly available on the relevant home nations website.

We reserve the right to refuse or cancel any booking which would contravene with the government guidelines. For example:

- You have been advised to self-isolate.
- You are travelling from an area in lockdown.
- You are showing obvious signs of corona virus on arrival.
- You are sharing your accommodation with people not in your household or support bubble.

B: To be asked to answer the following questions with the word **'Yes'** or **'No'** immediately prior to your course:

Now, or at any time in the last 14 days:

Do you have/have you had a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)?

Do you have a/have you had a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)?

Do you have or have you had a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal?

Are any of your household symptomatic of COVID-19 or have any of them been?

Are any of your household self-isolating or have any of them been?

To the best of your knowledge have you been in close contact with anyone else who is symptomatic of COVID-19?

C: To answer the following:

Do you accept that your participation in the booked activity may increase your risk of exposure to infection with the virus relative to no-participation?

Do you agree to inform your Instructor should you develop any symptoms consistent with COVID-19 any time within 14 days of the end of the activity? The Instructor undertakes to do the same.

Please do get in touch if you have any questions at all regarding our policies or how our activities may run. We are continuously evolving and adapting as new information becomes available or circumstances change. We endeavour to work with you to the best of our ability and knowledge through these challenging times and are happy to answer any questions you have.