



Whitlingham Adventure staying Covid-19 Secure
Last Updated: 24th November 2021

Before you arrive

- Please pre-book and pre-pay through our website or booking team
- Check our website and social media for any changes
- Do not travel if you or your household have symptoms and you are required to self-isolate or have been instructed to self-isolate by NHS Track & Trace

When you arrive

- Please keep a respectful distance from other country park visitors at all times
- Please follow our signage and markings for social distancing
- Please drop off or collect from outside of the centre
- Please sanitise your hands on arrival
- Please confirm that you have no symptoms at the start of the session
- Only use the dedicated outdoors meeting space on the deck during breaks and bring additional clothing if required
- Please spectate from outside of the centre if possible

Respectful distancing

- Remain within your group bubble and stay a respectful distance apart from other groups
- Only use cabins as instructed and within capacity
- Speak to a member of staff if you have any requirements

Hygiene onsite

- Bring food and drink for your session, as well as additional clothes for breaks outdoors
- Use toilet facilities as allocated
- Change and shower at home following water activities if possible
- Regularly wash hands and use the hand sanitiser provided when entering the centre and any cabin
- Follow instructions from staff who have had specific covid-19 training
- Avoid using touch points unless necessary
- Face coverings are required when moving within our cabins (unless exempt) however, staff will wear them when respectful distancing is not possible

When you leave

- Take all personal belongings home
- Contact the centre if you have symptoms of Covid-19 following your visit

Staffing

Adaptions for Covid-19

- Staff will undergo comprehensive Covid-19 training
- Staff will follow government advice and wear the appropriate protective equipment where social distancing is not possible
- The Duty Manager on the day will be our Covid-champion and will monitor our covid-secure procedures to ensure they are being followed at all times
- If you have any concerns, then please speak to the Duty Manager

Activities

Adaptions for Covid-19

- Programmes have been modified to adhere with respectful distancing guidelines
- Activities are in accordance with the guidance issued by the Governing Bodies of Sport and Industry sector bodies where relevant
- The need for customers to share equipment will be minimised and cleaned between users where needed
- We will ensure strict maintenance of hand hygiene using hand sanitiser before, during (where appropriate) and after activity
- We will have a clearly defined disinfecting routine in place to disinfect relevant equipment and contact surfaces before, after and at pre-set intervals as defined in activity risk assessment
- Rescues - If a close 'contact' rescue is necessary, instructors will use a method that avoids 'face to face' situation or use the appropriate PPE

Review

- Our Covid-secure risk assessment has been reviewed by Norfolk County Council Health, Safety & Wellbeing Team
- The centre team have appointed a Covid-officer who will regularly review our procedures and update this document as required with the staff team

