

## CANOEING AND COVID-19

The coronavirus has had a devastating effect on all our lives. It is vital that as we move to the next stage and that the rules and systems that we have put in place are followed. If one of our guests has symptoms of the virus and they are subsequently tested positive we are required to provide the Government's track and trace system with the contact details of all people who that guest may have come into contact with. Those contacts will be required to self-isolate for fourteen days. Our staff will also be required to self-isolate and this would force us to close. Please follow the rules that are in place to minimise the risk of this happening.

We have carried out risk assessments in accordance with Government guidelines and implemented measures to protect our staff and our customers. It is essential in order to defeat this terrible virus that we all use our best endeavours to minimise the spread of the virus. We believe that our procedures ensure our operation is Covid -19 secure. We would also respectfully remind you that everybody has a duty to minimise the spread of the virus, so that we can get to a state of 'new normal' as quickly as possible. We have had to make considerable changes to the way we operate but these changes are necessary to ensure that you have a safe and enjoyable day on the beautiful River Wye.

1. Please **do not** come to the centre if you are showing any of the coronavirus symptoms.
2. We will take the temperatures of all guests on arrival using a non-contact thermometer. If the reading is 38°C or above we are sorry but we will have to ask you to leave. This we hope will never happen.
3. We have hand sanitiser at entrance points to all our buildings which you are required to use before entry or before touching any of our equipment. Additionally, please bring your own as an additional safety measure
4. Please do not book if you are novices. We want you to navigate down the river as safely as possible and minimise the possibility of our staff having to come and rescue you in the event of a capsized or other incident.
5. We will only take bookings for a maximum group size of 8 people. It is a condition of booking that members in the group who travel together or go in the same canoe are either from your own household or your support bubble. On booking we will require full name, address, contact telephone and ideally an email address for all guests (excluding children under your care). These details will be kept for a period of 21 days as required by the Government's track and trace system
6. Full payment will be required on booking. This payment is non-refundable unless there is a change in Government guidelines and we are instructed to return to a lockdown situation

7. On booking you will be allocated a time of arrival. Please ensure that you arrive at the Centre a few minutes before and wait until approached by a member of our staff.
8. Social distancing zones are marked in the boatyard. Please maintain separation.
9. Parking is available at either at the canoe centre or at Glasbury village hall. We will however only be able to bring one person per group back to the centre from the end point. Please ensure you have appropriate clothing with you whilst you are waiting for your driver to return.
10. All our equipment will be cleaned and disinfected after each use in accordance Government guidelines and our risk assessment.
11. There are changing rooms and toilets at the Centre but we ask you to avoid them if possible. If you do use them please follow the instructions posted on the doors.
12. Due to Covid-19 restrictions there are processes in place which may mean you have to wait a little longer than usual. Please be patient.
13. On arriving at your destination please follow the instructions of our staff and if you are physically able assist with the loading of equipment onto our vehicles and trailers. This would be very much appreciated
14. This is an anxious time for many people. Please be respectful to our staff, other paddlers, and the local community.
15. The River Café will be open for take-away only Thursday, Friday, Saturday from 5.00pm-8pm. Meals must be ordered by 4.00pm the day before via email to [info@wyevalleycanoes.co.uk](mailto:info@wyevalleycanoes.co.uk). The menu will be on our Facebook page and Instagram @rivercafeglasbury
16. We require your acceptance of these terms and other safeguards that maybe in place prior to you commencing your adventure on the river

## **We look forward to welcoming you to Wye Valley Canoes**

These conditions will be reviewed as deemed necessary and on receipt of any further instructions received from the Government and amended as necessary

### Revisions

First issue	28 <sup>th</sup> June 2020	