

Corona Virus - CUSTOMER ARRIVAL DOCUMENT



WHAT TO EXPECT ON ARRIVAL:

Hand Sanitising

- All customers will be asked and expected to use hand sanitiser at check – in desks
- Hand sanitiser will be provided
- Each instructor will carry hand sanitiser with them during sessions

Time Slots

- Pre – booking of sessions is recommended
- We may have to introduce staggered starts for activity sessions – your confirmation email will indicate arrival time. Please do not be late as we are working to a strict timescale.
- Each activity session will have a set capacity based on government guidelines and may change during the season
- Additional time will be needed for check in and kitting up.

Queuing

- We will have clearly marked out areas and ask that all of our clients obey the social distancing rules
- If you have to complete paperwork for enrolment or hire then please do so quickly and sanitise hands after completion

Changing Facilities

- Changing is not permitted at our beach base this season
- All valuables and clothing are not to be left on site with us. Our beach tents and cabin will have restricted access for staff only at this time

What to Bring

- If you have your own wetsuit please bring it. Note shorty wetsuits cannot be used for coasteering
- If you have booked coasteering it is essential you bring trainers or wetsuit boots
- Sunblock, towel, water
- Pre-pay online or bring a contactless payment card or phone.
- We recommend you bring your own hand sanitiser and a pen

Kit

- All of our kit will be sanitised and ready to use for sessions.
- Your kit will be allocated to you by your instructor. Please DO NOT touch the kit until told.
- You will be required to self - fit your own buoyancy aids and helmets for all sessions that require their use. Instructions will be provided
- At the end of your session please ensure you follow clear instructions