

# PHOENIX OUTDOOR CENTRE

## Outdoor Centre 2020 Activities

Due to the Covid-19 pandemic, we will be running our activities differently from normal. We have produced some information to help you plan your visit.

1. **Are you fit to visit?** Please do not attend Phoenix Outdoor Centre if you or anyone in your household, are feeling unwell or experiencing any symptoms of Covid-19.
2. **Book your visit:** We can only accept people on the day that have booked and paid for their place in advance. This can be done through our website / WebCollect. On the bookings page, you will be asked to register or sign in to WebCollect and then complete a simple form for each activity. You can then choose to pay by bank transfer or PayPal. At this time, we would prefer not to take cash or cheques. You will receive a booking confirmation email and your booking will appear on our activity register, so no need to bring the paperwork with you.
3. **Before travelling:** Please check the website and emails for any changes in the booked activity. If we have to make any changes, we will send an email as soon as possible.
4. **Timings:** We have changed our timings to help stagger arrival & departure of activity groups. We ask that you ensure you arrive on time for the session start and finish.
5. **On arrival:** Please park at the Woodfield Park car park and walk down the path to the Centre.
6. **Visitors on site?** There is a grass area between the Centre and water where visitors can watch what the activities, however, please ensure you practice social distancing from others. You can access the path to this area through the gateway further up the access track. Visitors are asked not to help course participants move their boats at the end of the session – the coach will help out if required.
7. **Activities:** We may be running a series of activities each day with staggered starts and finishes to avoid too many people on land or water at the same time. We will be practicing social distancing measures within the groups, unless people are from the same household. They will stay in that group for the whole day including eating packed lunches and not mixing with other groups. Where possible, we will keep people out of the buildings, however, if there is adverse weather, we will find suitable indoor accommodation. We will have shaded areas to sit out of the sun. Access to the toilets will always be available and washing facilities will be available in the toilets and hand sanitisers around the site. Please wash your hands!
8. **Activity Expectations:** As always, we aim to keep our activities structured for fun and learning new skills but we have had to adapt some of our regular games and

activities to help maintain social distancing. This may restrict some of the normal coaching and games we provide.

9. **Changing & Activity Clothing:** Participants arriving should be wearing activity clothing and have **2 changes of clothes** with them. You will definitely get damp – if not very wet! We currently have restrictions on the use of our changing rooms. participants should arrive wearing activity clothing and where possible it would be best to change afterwards once at home.

**List of clothes:**

- T shirt or sweat shirt – plus extra layers in cold weather. Man-made fibres preferable
- Shorts or tracksuit trousers – no jeans
- Old trainers, sandals or wetsuit boots – no crocs, wellies or flip flops / slides
- Hat / suntan lotion if sunny
- Large Towel – to suit outdoor “beach style” changing!
- Complete set of dry clothes & shoes to go home in – you may get damp, if not very wet!
- If you need to wear glasses for the activity, please ensure that you bring a means of retaining them on.
- Any medical requirements – i.e. inhalers
- Packed lunch, snacks, full drink bottle
- Any personal PPE such as gloves, facemask etc.

We will provide buoyancy aids and if required, a waterproof jacket and wetsuit.

1. **Please be patient:** With the additional measures we are putting in place, it is likely that there will be increased waiting during busy times such as launching boats.
2. **Consideration of others:** At all times please show consideration for others by respecting the social distancing requirements in force at the time. Please be considerate of the staff and follow their guidance at all times. Any participants who are not following our rules will be asked to leave the activity.
3. **Signage:** Please read and follow the signage on site. There will be a directional system around the compound to assist with social distancing.
4. **Indoor Accommodation:** The Club house and buildings are closed for general access by participants, except for toilets. Participants should be prepared to spend the full day outside.

In the event of severe weather or emergencies we may need to use indoor space. All surfaces will be cleaned after use.

5. **Safe Environment:** It is important that we achieve a safe environment for everyone on site. General rules on safety, including social distancing and handwashing will be set-out at the start of each activity. Anyone found to be breaching these guidelines will be asked to leave the activity.

6. **PPE:** If you want to wear gloves, face mask or shield, please ensure that they bring them for the session. We will not be providing PPE for shielding. For safety reasons, face masks or visors will not be permitted to be worn on the water by participants.
7. **Catering:** There will not be any catering provisions on site. Please bring your own drinks and food for the session. A filled water bottle is especially useful in warm weather.
8. **Before you go:** At the end of the session, please ensure that your boat has been properly put away and contact areas cleaned, as guided by your coach.
9. **Sign-out:** Before you leave site, please check-out with the Duty Coach.
10. **NHS Test and Trace:** In the event that one of our members of staff or centre users tests positive for Covid-19 you may be contacted and asked to self-isolate for 14 days.
11. **Adverse weather:** Due to the measures we are having to work within we may need to cancel courses if the weather conditions become too severe. In this event we will contact all participants and a full refund will be given.

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