



## **CARSINGTON WATERSPORTS COVID-19 INFORMATION & OPERATING PROCEDURES FOR CUSTOMERS**

To ensure we comply with social distancing and government guidelines, Carsington Sports & Leisure Ltd will be observing new operating procedures. We ask that you respect these guidelines / procedures and follow them to ensure all our staff and fellow customers remain safe.

### **Hire of Paddlesports Equipment**

Paddlesport Hire will be available from Thursday 1<sup>st</sup> April 2021.

All equipment hire must be booked online prior to arrival.

**Changing facilities are currently NOT available.**

- All hire sessions must be pre-booked in advance. We are not able to accept walk in's on the day.
- You will be required to book and pay online to secure your hire session. [Click Here](#)
- When making an online booking you must agree to the Equipment hire term & conditions
- You will be required to check in at least 15/20 minutes prior to your activity time.
- Access to reception will be from the front of the building only. Please follow signage from the front of the activity centre and adhere to our safe queuing system so as to maintaining social distance between customers and staff.
- We will have hand sanitizer available and we ask that you use this when you enter the building.
- You will be required to wear a face covering when entering the building to check in.
- Please note our changing facilities are currently NOT available. There are toilet facilities available on site.
- We advise arriving ready dressed for your activity.
- Wetsuits will be available however we advised using your own if you have them.
- Centre Buoyancy aids must be worn at all times. You must also stay with your craft at all times whilst on the water.
- Please adhere to all safety information and hire procedures given by our staff on arrival and during your activity.
- Maintain social distance at all times both on and off the water.
- Please make sure that you do not congregate in groups of more than 6 people and adhere to the latest government regulations.
- All equipment will be disinfected after use, before re-hire.
- Safety Cover will be available at all times however this will be for emergency recovery only. Please assess your own ability, and weather conditions. Only hire equipment in conditions within your capabilities.
- Picnics are prohibited on the watersports grass area.
- BBQ's / open flames are NOT allowed anywhere onsite
- If making an online booking is not possible then we will be able to take a booking and payment over the telephone between 9am – 4pm.
- If you need to cancel you're booking please contact us as soon as possible. We can move your booking to an alternative date as long as you give us 24 hours' notice before your booking date. If you fail to arrive for your booking and do not contact us in advance then we will be unable to credit you.
- Arriving late for your session may result in you missing your activity, especially at busy times.
- If we have to cancel your pre-paid booking due to adverse weather conditions on the day, you will be entitled to move your booking to an alternative date at no additional cost.
- For any additional purchases on the day we request the use of contactless/card payments where possible.

**We look forward to seeing you all soon.**

**Please remember that, on top of all this, the usual water activity rules will still apply!**