

COVID-19 Statement and procedures



HIGH ADVENTURE
Outdoor Education Centre

Dear customer,

Our thoughts go out to the people who have been affected by this unprecedented event; along with our thanks and appreciation to the healthcare workers, local communities, and governments around the world who are on the front line working to contain this coronavirus. Please know that we are vigilantly monitoring the COVID-19 situation around the clock and have precautions in place to ensure a healthy visit at our Outdoor Education Centre. Using the government guidelines, we have risk assessed our operations and put actions in place.

Please take the time to read through the details provided below that highlight how we are working to ensure your safety during these extraordinary times. Our doors are still open, facilities cleaned, and team members are ready to run fun filled, safe activities for you. Please let our team know if you have any questions. We are available via:

Phone: 01535 630044

Email: info@highadventureoec.co.uk

Alternatively, you can follow our updates on our website or via facebook and twitter.

I look forward to seeing you here at High Adventure soon.

Warm Regards,

Mick Ellerton

Centre Manager.

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1. Advice to all Visitors, Schools and Customers:

We are still open and ready to deliver fun, safe activities.

All current and new bookings will be honoured. Please refer to the appropriate section below for your booking; Schools or Adventure Day Camp & Adventure Party or NCS.

We advise all visitors to consider the following;



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- Anyone intending to visit High Adventure that has any signs or symptoms as per the government guidelines, new cough and raised fever, please do not attend the trip, stay home to self-isolate. Likewise, if anyone in your home displays signs and symptoms, please refrain from attending a trip to High Adventure.
- If anyone develops these symptoms during a visit to High Adventure or in the period after the trip, please let us know.
- All visitors regularly wash their hands for 20 seconds or more. Ideal times will be before and after activities, before meals and at any other point throughout your stay that you feel it necessary to do so.

2. Adventure Day Camp, Adventure Party & Vouchers:

High Adventure is still open and running.

We are able to still provide birthday parties and Adventure Day Camps for you.

We will be putting on additional Adventure Day Camp dates for the full period that schools are closed. For more details please see our website.

If High Adventure has to close, we will contact you to arrange an alternative date for your booking.

Adventure Parties: Please contact the office if you need to cancel your booking.

Adventure Day Camps: For cancellation terms please refer to the booking form.

Vouchers: Anyone with vouchers please see the terms of the voucher to see when your voucher must be used by. If you have concerns that you will not be able to use your voucher before the expiry date, please contact our team to discuss the options.

3. Schools:

Now that the government has ordered the closure of schools for the foreseeable future, we understand that school trips will not continue. So, what does that mean for schools who have booked with us?

Any cancellations as a result of the Government shut down will be subject to the terms and conditions of the booking. High Adventure is still open and able to deliver activities despite schools being shut. The Government has not shut businesses, we have put procedures in place in line with Government advice and our team of instructors are ready to deliver fun filled, safe activities.



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We understand that trips can not go ahead because of the school closures, however our business will not survive if we do not charge as per the booking terms. We have been advised by a Local Authority Education Visits Adviser that all schools should now be able to claim the loss of deposit and loss of money owed for the booking on their schools insurance.

We recommend that you speak with your insurance company about making a claim.

With the large number of schools that this affects, High Adventure cannot simply move your booking to a new date. Once schools have been reopened and things have settled down we will be in touch to see if you would like to arrange a new trip. We will be offering reduced rates for schools who missed out on a trip due to the school closures. In this uncertain and changing environment, we understand that you may feel in need of a little more flexibility, however we hope you understand that if we do not charge as per the terms of the booking we will not be here to support you in the future.

What else can High Adventure do for schools?

We are offering schools support with the Government's plans to keep schools open to children of key workers. High Adventure are willing to send instructors to your school to deliver activities for students. Details of how this could work will need to be worked out with each individual school and risk assessed to ensure the safest delivery for the school, students and our team. For more details please contact us on 01535 630044 or drop us an email: info@highadventureoec.co.uk

4. NCS

High Adventure will work closely with the NCS Trust and Invasion to keep all NCS clients up to date on any decisions relating to NCS provision.

For the most up to date information please contact your contract manager.

5. Actions being taken at High Adventure:

High Adventure values all our visitors and our employees. We want to make sure you feel as safe and comfortable as possible when you visit us. Your health and wellbeing is our priority and we're monitoring the developing global situation relating to coronavirus. Please rest assured that we're doing all we can to keep all visitors safe. We're open and



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ready to welcome you for what will be a fantastic and safe experience. We have put the following actions in place;

- Easy access to hand washing facilities.
- Signs up around the centre reminding all people to wash their hands regularly, for 20 seconds or more.
- We are doing deep cleans on our facilities and regular cleaning of common access areas throughout the day. This includes high contact points such as door hands, handrails, key pads, etc..
- Minimising where possible the number of people on activities and in social areas.
- Activities will be re-arranged where needed to avoid having multiple groups on the same activity at the same time wherever possible.
- Any of our team who display any flu like signs or symptoms such as new, continuous cough and fever, will be told to self-isolate and banned from returning to site until they have self-isolated for the governments recommended period and no longer have any signs or symptoms.
- Any staff living with someone who shows signs or symptoms will also need to self-isolate for the governments recommended period and will not be allowed to return to site until they no longer have any signs or symptoms.
- All our team are regularly washing their hands and encouraging visitors to do the same. All visitors are recommended to regularly wash their hands for 20 seconds or more. Ideal times will be before and after activities, before meals and at any other point throughout your stay that you feel it necessary to do so.
- Team members will be wearing gloves when safe to do so.

For those staying residentially we have put the following in place;

- All bedrooms have been risk assessed to work out the best way of accommodating your group in as many rooms as possible, in this way we will be able reduce the number of people staying in each room.
- Groups will be put into the main building in the first instance which has more rooms and more toilet & shower facilities. If two groups are booked in at the same time the larger group will be accommodated in the main building and the smaller group in the Nook, so that each group has its own building. If we have more than two groups, we will have to look at what the best options are for safely accommodating all groups. In the worst-case scenarios, this may mean



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postponing a group's trip. This will of course be discussed with all groups involved.

- High Adventure will make all reasonable efforts to minimize the number of people staying in each bedroom, however where multiple people share a room, beds will be allocated so that there is reasonable space between sleeping areas. For example: 1 person on the top bunk of one set of bunks, the next person on the bottom bunk of the adjoining set of bunks.
- Mealtimes will be spread out over multiple sittings to reduce the number of people in the dining areas at any given time.

At this stage our doors are still open and there is no guidance from the government to stop operating. Any bookings with us will still be honoured, we are here ready to run fun filled, safe adventures for you. As the advice and restrictions evolve, so will our risk assessments and policies to allow us to continue to provide the safest services.

