

ADVENTURE ABERDEEN PROTOCOL FOR THE RETURN TO SNOWSPORTS



We are delighted to welcome our Adventure Aberdeen Snowsports customers back to our venue!

We would, however, ask that all customers adhere to the following protocols and general arrangements. These rules will help to keep both Adventure Aberdeen staff and customers safe. Adventure Aberdeen staff will be on hand to support you and to monitor adherence with these protocols and with physical distancing guidelines.

Before your session:

- Anyone with symptoms of COVID-19 should not visit any Sport Aberdeen venues and should self-isolate in-line with government guidelines.
- All lesson, coached sessions and open sessions must be booked in advance. There will be no access to the slopes without a pre-booked session.
- Direct Debit customers will have access to 8-day book ahead privileges for open sessions, while pay and play customers will be able to book sessions 3 days ahead.
- Arrive at the venue no more than 10 minutes before your booked time.
- Physical distancing rules (remaining two meters / six feet apart) must be observed at all times before and after your session.
- Arrive ready for your lesson or session. If you have personal ski boots that need to be fitted to a hire ski, please have these ready to be handed to our technicians for fitting.
- During busier times we will operate holding areas outside the front of Adventure Aberdeen Snowsports. This will allow controlled and safer entrance for customers. Members of staff will be on hand to advise and support as necessary. Please bring appropriate clothing for all weathers.
- Please bring a face covering.

During your session:

- Face coverings must be worn at all times within the building and their use is also encouraged during your lesson or session.
- Hand sanitiser will be available throughout the venue, please use this when you arrive and regularly during your visit.
- All customers must check in on arrival at the venue reception, this is crucial for track and trace purposes.
- Changing facilities will be limited at this time, please arrive ready for your lesson / session and bring only what you need.
- Please bring an appropriate bag to keep your belongings and shoes safe and dry at the side of the slope.
- Whilst moving through the venue, physical distancing must be observed and adhered to. Please follow directional signs, keeping left at all times on outdoor pathways.
- For anyone over 12 taking part in outdoor activity, a 'field of play bubble' allows physical distancing to be suspended during the lesson / session. Physical distancing still applies before and after the lesson / session.
- Our staff will be cleaning all hired equipment after use and before storing away.
- The setup of any equipment including freestyle features, slalom gates and cones must only be carried out by a member of staff.
- No spectators are permitted slope side apart from where supervising a child or vulnerable adult cannot be avoided.

After your session: Please leave promptly on completion of your lesson / session observing to physical distancing at all times.

Thank you for your continued support and assistance and enjoy your session!