

# LINX ICE ARENA PROTOCOL

We are delighted to welcome our Linx Ice Arena members and customers back to our venue!



We would however ask that all visitors adhere to the following protocols and general arrangements. These rules will help to keep both Linx Ice Arena staff and customers safe. Staff will be on hand to support you and to monitor adherence with these protocols and physical distancing guidelines to ensure you have a safe and enjoyable visit.

## 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 lessons, coached sessions and open sessions must be booked in advance. There will be no access to the ice without a pre-booked session.
- Direct Debit customers will have access to eight-day book ahead privileges for open sessions, while pay and play customers will be able to book sessions three days ahead.
- Arrive at the venue no more than 10 minutes before your booked time.
- Physical distancing rules (remaining two metres/six feet apart) must be observed at all times before and after your session.
- Arrive ready for your lesson or session. If you have your own skates with a set of guards, these can be worn into the venue, so you are ready for the class. Customers requiring hire skates can ask for this service at the reception and then make their way to skate hire desk.
- One parent allowed to drop off a child to the venue. Parents will not be allowed to remain on site.
- During busier times we will operate holding areas outside the front of Linx Ice Arena. This will allow for controlled and safer entry for customers, with social distancing clearly marked up to the reception desk.
- 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 and ensure this is worn when entering the venue.

## During your session:

- Face coverings must be worn at all times within the building and may only be removed once stepping onto the ice pad area.
- Masks can be used by participants during the session if they wish to do so.
- 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 not be available at this time, please arrive 'skate ready' wearing warm clothing with only your skates to prepare before the lesson commences.
- Lockers will be available to use for personal belongings; however we will require people wishing to use them to adequately socially distance when doing so.
- Whilst moving through the venue, physical distancing must be observed and adhered to at all times. Please follow directional signs and adhere to the one-way system in place.
- Participants are required to wear gloves when taking part in skating sessions.
- Our staff will be cleaning all hired equipment after use and before storing away.
- The setup of any equipment required for the lesson will be completed by one of the coaches on the ice pad.
- No spectators are permitted within the venue for sessions at this time.
- No Figure Skating is allowed during public sessions due to the changes this requires for numbers on the ice.

## After your session:

Please leave promptly on completion of your lesson / session, observing physical distancing guidelines at all times.

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