

# COVID-19 CUSTOMER ARRIVAL DOCUMENT



**BASECAMP**  
ACTION ADVENTURE PARK

## HAND SANITISING

- All customers and site visitors will be asked to use hand sanitiser at check-in. Hand sanitiser stations have been installed, are clearly signposted and are located in key areas
- Each of our Marshals will carry around a 500ml bottle of hand sanitiser

## TIME SLOTS

- Pre Booking will be essential either by online or phone.
- We will be minimising the volume of people on-site at any one time by operating a private group system for each of our activities.

## QUEUING

- To control the maximum numbers in checking in at any one time we will have a staggered start system in place.
- Please adhere to the system and we will get you onto activities as soon as possible.

## OTHER PEOPLE ONSITE

- Please note there may be several small groups on site and we ask that you ensure you or your group do not inter-mix so that social distancing measures can be responsibly adhered to.

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## SHOP

- We have removed our onsite shop.

## CHANGING ROOMS

- Additional changing rooms are now available onsite

## PPE

- People are welcome to bring and wear their own PPE and we expect some to do so
- Our staff have been trained and will carry appropriate PPE with them. However, the PPE is primarily for specific incidents that may arise
- First Aid situations
- Cleaning staff during disinfectant deep cleaning
- In general, you will not regularly encounter our staff in PPE as we have put a large amount of effort into increasing our social distancing and operating procedures to allow us to work safely for the protection of you, the customer, and also our staff team
- Government guidelines will be continuously monitored and our staff Covid-19 training is updated weekly

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## PLEASE DO NOT VISIT US:

- If you are feeling unwell
- if you currently have Covid-19 or are displaying symptoms of Covid-19 in the last 14 days
- if you live in the same household or have been in close contact with someone who has displayed symptoms of Covid 19 in the last 14 days
- if you have been advised to cocoon at this time
- if you have been advised to self-isolate at this time
- if you have travelled abroad in the last 14 days (except Northern Ireland)
- By signing the waiver and completing your booking you confirm that you understand not to visit us under these circumstances and that you will adhere to all Covid 19 instructions on site.
- Every staff member has their health monitored.
- We have a dedicated plan and team in place for any person(s) that feel unwell while onsite.

## THE SITE IN GENERAL

- Please take note of all signage and staff instructions to help with our efforts to minimise the spread of the virus and to keep the outdoor industry open.
- In general, all walkways on site will operate with the “rules of the road for walkers”, this means that you should always walk to the right-hand side of other groups that are coming against you
- Briefing areas are outside

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## WHAT TO BRING - (COVID 19 SPECIFIC)

- \*If you are feeling unwell or are showing signs and symptoms of Covid-19 we ask that you do not attend and contact our bookings team\*
- We ask that you plan your trip and leave early as this will reduce stress as well as queuing on check-in and allow us to stick to designated time slots.
- Waivers would have been sent to you which you might print off and have signed by your group and bring with you on arrival.
- Sanitisation stations are now located in all key areas around the site, however, please feel free to bring your own hand sanitiser.
- The biggest thing we can ask you to bring is your sense of personal responsibility. Not touching your face and washing your hands regularly while adhering to social distancing guidelines are the key tools we have in containing the spread of the virus while onsite.
- We ask customers to leave the site as quickly as possible once you have changed after your session. This is to ensure minimal people onsite at any one time.

## WHERE WE ARE

- WE ARE BASED IN SHANAGOLDEN , CO LIMERICK.  
OUR EIRCODE IS V94 VR60