



Guidance to clients - Covid 19 - 2021

At Platty + our aim has always been to offer a safe and enjoyable experience. The aim of this guidance is to keep clients and staff safe during this current pandemic.

If you have coronavirus, have signs or symptoms of coronavirus or been in contact with anyone with coronavirus within the last 10 days please do not attend.

Please observe the government guidelines of

Hands - Face - Space

- Advanced booking will be required for entry.
- On arrival, please use the hand sanitiser provided.
- On site, please maintain social distancing of 2 metres unless you are in the same household or bubble.
- Participants not demonstrating reasonable social distancing to our other clients or staff will be reminded of their responsibility and in extreme cases if they refuse to socially distance their ability to participate in the activity will be terminated.
- Parents are asked to fully supervise children.
- Social distancing within a single group booking to be their own responsibility.
- To minimise contact
 - Arrive promptly, at your booking time, to help avoid queuing.
 - Access to the building will be in line with government guidelines at the time.
 - We cannot store any valuables or personal possessions at the lakeside.
 - Payment in full will be required when booking.
 - Only touch items of equipment when invited by our staff.
 - PPE – gloves or masks will not be provided.
- Please arrive dressed for the water. If necessary, changing rooms will be available on a limited basis at the end of your session. They will be cleaned following each household use.
- No cash payments. Any additional payment to be made by card.
- All craft and equipment used by clients will be subject to sanitisation between each use.
 - If you have one, please use your own buoyancy aid, it must be of a minimum approved standard CE 50 N Buoyancy Aid EN 393 and in good condition.
- Occupants of craft
 - Family Canoes, Family SUP and the Monster SUP must be from the same household or bubble.
 - Double Kayaks & Tandem Canoes are strictly for 2 people who maybe from different households.
- We are unable to guarantee the site and equipment is coronavirus free. Participation is at the client's risk.

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