

What's new after lockdown



BOOKING

- On placing your booking please make sure you read our updated Waiver before proceeding to payment of your booking this is being updated regularly to keep in line with UK Government guidelines.
- Face coverings **MUST** be worn whilst in our centre as per current UK Government guidelines at the time of your visit (unless you are exempt)
- Face coverings **MUST** be worn on the Drop Slide (sorry with no exceptions)
- If you turn up without a face covering you can purchase a disposable mask for £1.50 a reusable mask for £3.50 or a Clip 'n Climb neck tube for £5.50.
- We encourage the wearing of face coverings when climbing for all age groups where possible to lower the risk of cross infection
- Booking is as normal through our booking site. Please make sure that you have pre-booked a session.
- Please try and limit spectators where possible to help with the required Social Distancing
- We would recommend that any climber under the age of 10 has someone with them in the arena, either climbing themselves or not, that can help them clip on and off the walls. Our team are there to advise, but they can only approach people if absolutely necessary.
- All people need to have booked and paid on-line before entering the building. We can only accept walk-in bookings if there is spare capacity, and you book online, outside our building.

ARRIVAL

All adults on entering the premises **MUST** Scan the QR code with the NHS COVID-19 App to check-in for Track and Trace purposes. We had been using our booking system prior to 24th September but we are now required by law to obtain EVERY visitors details.

- Please do not arrive more than 10 minutes before your session. We will greet you at our reception.
- Please ensure all your group place both feet firmly on the disinfection mat prior to setting foot into the building. Please inform reception of the name in which you placed your booking.
- We will ask everyone to sanitise their hands as you enter the building.
- Please make sure that all climbers are wearing their closed-toe shoes before entering the building.
- Spectators are advised to wear closed toe shoes due to the disinfection station.

GETTING READY TO CLIMB

- We will ask all climbers and helpers to wait down the corridor for harnessing and to watch the briefing video, with an additional part regarding the Clip-Climb-Clean initiative #keeptheclimberclean.
- Once all climbers are harnessed, they will enter the briefing room to watch the video. Helpers can watch the video on the TV by the fire exit.

- Our instructors will help you with your harness to make sure it is on safely whilst wearing the appropriate PPE.
- As always, please take off any jewellery, hoodies, or anything that could get caught while you are climbing.
- Spectators and helpers are required to place bags and coats in the lockers provided as these are no longer permitted in the arena or the diner.

YOUR CLIMBING SESSION

- Sessions last for 90 minutes. The first 30 minutes will comprise your safety briefing and harness fitting. This is then followed by 55 minutes in the Arena and 5 minutes where we collect the harnesses and usher you back to the Diner.
- Children under the age of 13 must be accompanied by a responsible adult over the age of 18. Unaccompanied children will not be allowed to climb and will lose their session.
- If one parent or guardian is bringing multiple children, some of whom are not their own, that adult is responsible for the whole group.
- Loose fitting clothes are recommended. Strictly NO Cropped Tops or Cropped shorts
- Only closed toe shoes are allowed. For safety reasons, we cannot allow sandals, flip flops or rock shoes into the Arena and we cannot provide spare shoes or clothing.
- Please keep jewellery to a minimum. We do have the facility to safely secure jewellery if required.

BEING IN THE CENTRE

- We have worked really hard to be safe, but also to keep your party as comfortable as possible, please adhere to social distancing at all times.
- All payments in the centre are by card. We accept Mastercard and Visa credit and debit cards (but not American Express). We will not hold any cash.
- There are sanitizing stations around the centre, so please sanitise your hands regularly during your visit.
- We have an enhanced cleaning schedule with staff cleaning throughout the day.

TODDLER CLIMBERS

- There will be a limited number of climbers on the arena.
- A parent is allowed in the arena as always.
- Our team will help to harness the climbers.

EXTREME CHALLENGES

- For the immediate future sadly the Drop Slide will be closed.

AT THE END OF YOUR SESSION

- After 55 minutes of climbing, you will de-harness in the arena as usual, and our staff will show you where to exit the arena.

WOODPECKERS DINER

- Due to the reduced capacity there should be enough tables for all spectators.
- We will be running a scaled down menu but do not worry our amazing pizzas will still be available.
- We will take your order from your table.
- All our food and beverages will be served in recyclable disposable boxes and cups, you will be given a small bin liner for you to place your rubbish in and leave at the table for our staff to dispose.
- We will be clearing rubbish away and cleaning all surfaces on a regular basis, however, please do not go sit at a table before we have cleaned it. Just a polite request to clean a table to a member of our team and it will get done.

CANCELLATION POLICY

- For standard climbing bookings you can cancel or amend your booking up to 48hrs in advance of your booking date.
- Cancelling due to Covid-19 symptoms past the 48hrs you will not get a refund but you will be able to re-arrange your booking however...
- If you have any Covid-19 symptom, please do not come to the centre. Call us on 01132 458723 to rebook your session, free of charge, for a time at least 3 weeks from your initial booking.

OUR TEAM

- We need to wear a face coverings as per the current UK Government Guidelines.
- We will be as verbally helpful as possible when you are using Belaymate and will physically help if absolutely necessary.
- We will still perform rescues and first aid where necessary.
- We cannot high five you for now, but we are immensely proud of what you achieve in your session!

A final note

Please be patient and respectful with our staff and other customers during your visit. Please read our updated acknowledgement of risk and disclaimer, as some things have significantly changed since we were last open.

Let us work together to keep ourselves safe and healthy, #keeptheclimberclean while enjoying our amazing climbing experience.

David & Sarah Robinson,

Iyad & Shereen Almashharawi

Co-Owners BOEM Leisure Ltd T/A Clip 'n Climb Leeds

If you would like to know more about what we are doing in the centre, read our Covid-19 Management Policy