

COVID-19 POLICY

Our main priority is keeping our customers and team as safe as possible. Thank you so much for your continued support with this - we've been blown away by how cooperative and considerate you've all been.

SYMPTOMS

Staff and customers should not enter the centre if they or anyone in their household are showing symptoms of COVID-19. We reserve the right to refuse entry or ask a customer to leave if we feel they are not well enough to be in the centre.

FACE COVERINGS

Customers and staff can wear face coverings if they wish.

CHECKING IN AND OUT

Everyone who enters the centre will be required to check-in and out, this enables us to monitor capacity. After your climbing session (inc. instructed sessions) please return to reception to check-out of the centre. Please remember to do this as not checking out can impact the ability of someone else to climb in the centre.

SERVING CUSTOMERS

Screens have been removed from counters, but if necessary, may return.

PAYMENT

All of our centres are cashless. This makes it safer for you and our staff as nothing is passed.

HAND SANITISING AND HAND WASHING

At key points in the centre, we have added hand-sanitising stations. We ask that you use these on entry and exit from the building and as much as possible during your visit.

SOCIAL DISTANCING

Please continue to respect social distancing and give everyone enough room to feel welcome and safe.

CLEANING

Increased cleaning of the centres will continue with a focus on high-contact areas. On top of our daily cleaning, our contracted cleaners will clean down all centres overnight ready for the next day.

GYM EQUIPMENT AND CLEANING

Before and after use please wipe down the equipment you use with the surface cleaner and paper towels provided.

CARERS

Visitors with disabilities may admit one accompanying carer free of charge when paying for entry for themselves.