

THE SNOW CENTRE COVID – 19 Risk Assessment

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Updated : 18th December 2020

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We have updated our operating procedures adhering to the latest government guidelines. These will be reviewed on a weekly basis.

As well as government guidelines we have also referred to information and guidance provided by UK Hospitality trade association and Snow Sports England, our governing body.

<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>

<https://www.snowsportengland.org.uk/wp-content/uploads/2020/12/Guidance-4th-Dec.pdf>

<https://www.snowsportengland.org.uk/wp-content/uploads/2020/10/TIER-TABLE-V4.pdf>



Updated 18th December 2020



Operating safely is a matter of trying to eliminate the risk of transmission of the virus and introducing mitigating measures – for the safety of team members, our guests, and others who visit The Snow Centre.

The Snow Centre is in a Tier 3 classified area from Saturday 19th December, and our procedures have been updated to reflect this.

A summary of our current COVID-19 risk assessment is shown below.

What are the hazards?	Who might be harmed?	Controls measures put in place
Spread of COVID – 19 virus	<ul style="list-style-type: none">• Team• Guests• Contractors	<p>1. General cleaning, handwashing, and hygiene</p> <p>1a. Handwashing</p> <ul style="list-style-type: none">• Hand wash facilities to be available in all key areas.• Team to be trained on how to wash hands correctly.• Posters in all key team areas with hand washing process. <p>Hand sanitiser dispensers to be available for guests and team on each floor and in each area.</p>



Updated 18th December 2020



		<p><u>1b. Cleaning and Hygiene</u></p> <p>New procedures have been introduced to ensure the constant cleaning of high impact areas and contact points.</p> <ul style="list-style-type: none">• Door handles• Rails• Surfaces• Tables• Toilets• Lockers <p>Cleaning should be completed using the correct surface cleaner and sanitiser for each cleaning task, using disposable blue roll after every use.</p>
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Updated 18th December 2020



	<p><u>Rental Equipment</u></p> <p>Guests are encouraged to bring their own equipment.</p> <p>We will provide skis, boards, boots, helmets, and poles if required. These will be handed out by team members to guests on request.</p> <p>On returning, equipment will be taken away to be cleaned and sanitised and left to dry. These will be put back into service some hours later if required or left to the next day.</p> <p>We will not be offering clothing for hire. Guests may purchase gloves, helmets, and socks if required.</p> <p>2a <u>Social Distancing – Team</u></p> <p>Our team will access and exit our building from a different entrance / exit to our guests, reducing chance of contact.</p> <p>Our team have received Covid 19 training, including how to wash hands, and social distancing.</p> <p>Team will wear a face cover or visor at all times, as we recognise they may be within 2 metres of a colleague or guest from time to time while carrying out their duties.</p> <p>Team working out on our slopes (cold side) will wear neck tubes or buffs, and wear gloves.</p> <p>Team members breaks will be staggered. We have set limits on number of team in our team rooms at any one time.</p>
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Updated 18th December 2020



	<p>Back offices – call centre, snow sports office, admin / support office layouts have been reconfigured adhering to government guidelines with each team member responsible for cleaning and maintaining their desk area and equipment.</p> <p>Team will be asked to work from home where possible – admin / support team, and call centre team.</p> <p>Risk assessments will be completed and necessary equipment provided.</p> <p><u>2b. Social Distancing – Guests</u></p> <p>Main slope capacity has been reduced to 85 guests from 140</p> <p>Family & Friends Private Ski or Snowboard Lessons will have a maximum of 5 participants. All participants must be from the same household. A single person who is part of their support bubble, may join.</p> <p>7 – 10, 11 – 16 year old Group Lessons, maximum of 5.</p> <p>Ringo Slide sessions may be booked by a family from the same household.</p> <p>Social distancing markers are in place on the slope to ensure guests maintain a safe distance.</p> <p>All guests are to wear face covers while in our building unless exempt. Guests may lower their face cover whilst descending the slopes and if it affects their vision / ability while actually skiing / boarding on our slopes.</p>
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Updated 18th December 2020



	<p>Signage has been installed to guide guests throughout their visit.</p> <p>Guests may have 1 person to assist / support them, to reduce number of guests in our rental area.</p> <p>All slope products must be booked and paid for in advance.</p> <p>Booking schedule has been staggered to reduce risk of queues.</p> <p>The Snow Centre is now cashless, all payments to be made online or via a card.</p> <p>3. <u>Team welfare</u></p> <p>Team members will clock in / out via an app on their phone.</p> <p>If a team member develops symptoms, they should call our sick line advising they will not be reporting for duty as per our policy and follow current government guidelines.</p>
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Updated 18th December 2020



	<p>If a team member develops symptoms while on duty, they will report to Duty Manager and go home to follow government guidelines. An incident report will be completed.</p> <p>Team have been advised on self-certification and quarantine guidelines.</p> <p>4. <u>The Lodge Operations</u></p> <p>While we are in tier 3, The Lodge will operate a take away service only. No food or drink will be consumed on the premises.</p> <p>Guests may wait in The Lodge while family are on the slope however must continue to socially distance and wear a mask when not sat down.</p> <p>5. <u>Slope Operations</u></p> <p>Main slope capacity has been reduced to 85.</p> <p>Guests must sign a disclaimer at time of booking confirming they are “main slope ready”.</p> <p>The distance between poma lifts has been increased to allow more time to assist a guest in difficulty, reducing risk of person behind colliding.</p> <p>Ticket checks will take place regularly to ensure we keep within our capacity.</p>
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Updated 18th December 2020



	<p>Barriers have been placed on the nursery slope to define the lesson teaching areas to ensure guests cannot ski / board into another group.</p> <p>Lesson numbers are restricted based on current guidelines.</p> <p>Lesson delivery has been updated to reflect social distancing and our instructors have been trained in how to teach guests in this new format.</p> <p>“External” instructors may bring their guests, however can not run courses for groups while we are in tier 3. They will adhere to our operating guidelines and risk assessments, and also produce their own risk assessment explaining how they will deliver their services and manage their guests. These bookings will be reflected in our capacity numbers to ensure we do not exceed these.</p>
	<p>6. <u>Conference rooms</u></p> <p>While we expect demand to be low, our rooms are available for hire. Maximum 8 in a room, which will be set up meeting room style, allowing for distancing. The booker will also produce their own risk assessment for</p>



Updated 18th December 2020



	<p>while they are in the room. The furniture will be sanitised prior to the booking starting and again once the guests have left.</p> <p>7. <u>Toilets</u></p> <p>Signage placed to advise which cubicles and urinals can be used and which ones cannot.</p> <p>Additional signage put in place to remind customers to wash their hands.</p> <p>Toilets will be frequently checked and cleaned while we are open, and deep cleaned each evening.</p> <p>8. <u>Track and Trace</u></p> <p>Guests provide their personal data as part of our booking process and guests will provide contact details as part of pre ordering refreshments in The Lodge. This information will be available to the NHS.</p> <p>The NHS QR code is displayed at our entrance and in The Lodge, for our guests to use.</p> <p>9. <u>Air Conditioning</u></p> <p>Air conditioning system cold side and warm side has been serviced while we have been closed.</p> <p>Flow will be monitored on an ongoing basis, and filters will be changed as per manufacturers recommendation and government guidelines.</p>
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Updated 18th December 2020



		<p>10. <u>Terms and conditions</u></p> <p>These have been updated. Guests need to confirm they have not experienced any Covid 19 symptoms in the previous 7 days prior to their visit. If so, they must contact The Snow Centre to cancel their booking and we will re-arrange at no charge.</p> <p>If a guest experiences Covid 19 symptoms on the day of their booking, they are asked to contact us, and we will re-arrange their booking at no charge.</p> <p>All guests are asked to confirm that they will only bring people from their household or support bubble to The Snow Centre.</p> <p>11. <u>Tier System</u></p> <p>We recognise the introduction of the 3 tier system which has been introduced and have plans in place for if we are placed in a different tier. We currently operate in tier 3 from Saturday 19th December. We recognise that guests booking with us may live in an area with a different tier and we advise they check the latest guidelines to understand how this may affect them and their situation.</p>
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Updated 18th December 2020

