

THE SNOW CENTRE COVID – 19 Risk Assessment

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Updated : 1st 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/2020/08/Return-to-snowsport-1.pdf>

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



Updated 1st 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.

On re opening on Wednesday 2nd December, The Snow Centre is in a Tier 2 classified area, and our procedures have been updated to reflect this. We will not be offering adult group lessons during this time, and alcohol will only be served in The Lodge, when a guest orders a meal.

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 1st 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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		<p><u>Rental Equipment</u></p> <p>Guests are encouraged to bring their own equipment. We will provide skis, boards, boots, helmets, and poles if required. These will be handed out by team members to guests on request. 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. 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> <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>
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		<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> <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>Only those from the same household can sit together in The Lodge. Tables have been removed and spaced out.</p>
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Updated 1st December 2020



		<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>Guests visiting The Lodge are to pay for their meal / refreshments via a web link, rather than queue at the bar. We offer a table service and food / drink will be served by our team to their table.</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> <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>
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Updated 1st December 2020



		<p>4. <u>The Lodge Operations</u></p> <p>Guests will pre order and pay for their meal / refreshments via website on their phone. Our team will deliver their food / drink to their tables.</p> <p>Our food menu has been reduced and simplified, using fewer ingredients, and less equipment, to reduce risk of cross contamination.</p> <p>Deep cleaning will take place once the operation closes each evening and more frequent cleaning of work areas will happen throughout the day.</p> <p>Floor markings have been placed in the kitchen demarking the various workspaces.</p> <p>Only authorised team members may access the kitchen.</p> <p>Pot wash procedures have been updated.</p> <p>1 till will be in operation, with a Perspex screen in front.</p> <p>We have updated our delivery procedures adhering to current government guidelines.</p> <p>Only those from the same household can sit together in The Lodge.</p> <p>Alcohol may only be ordered as part of a meal order.</p>
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Updated 1st December 2020



		<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> <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, including training courses and race training. 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>
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