

THE SNOW CENTRE COVID – 19 Risk Assessment

First issued 4th August 2020

Updated: 1st October 2021

Owners: Ian Brown, Managing Director, David Wilkinson, Technical Manager, Jack Stickings, Operations Manager, Jade Campion, Health & Safety Manager

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/2021/03/Guidance-for-Snowsport-in-England.pdf>

[Summary-Table.pdf \(snowsportengland.org.uk\)](https://www.snowsportengland.org.uk/wp-content/uploads/2021/03/Guidance-for-Snowsport-in-England.pdf)



Updated 1st October 2021



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 ‘s procedures were updated to reflect the government guidelines for the re-opening dates of 12th April and 17th May accordingly. The Lodge Bar & Kitchen will be operational. Our opening hours have been amended to reflect the government guidance.

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> <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



THE LODGE
BAR & KITCHEN

Updated 1st October 2021



		<ul style="list-style-type: none">• Surfaces• Tables• Toilets• Lockers <p>Cleaning should be completed using the correct surface cleaner and sanitiser for each cleaning task with disposable blue roll</p>
--	--	--



Updated 1st October 2021



		<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, boots and helmets 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 be offering clothing hire again from 1st October 2021 and they will be rented out per item, not as a set. This will mean less items will be used overall, therefore limiting the changeovers of items between guests.</p> <p>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 have been advised that face coverings are optional for them and our guests. However, we do recognise team may be within 2 metres of a colleague or guest from time to time so advise we social distance or wear face coverings wherever possible.</p> <p>Team working out on our slopes (cold side) have been advised that wearing neck tubes or buffs are now optional, and the wearing of gloves is still compulsory.</p>
--	--	--



THE LODGE
BAR & KITCHEN

Updated 1st October 2021



THE SNOW CENTRE
HEMEL HEMPSTEAD

		<p>Team members breaks will be staggered where possible to reduce numbers of team in the team rooms.</p> <p>Back offices – call centre, snow sports office, admin / support office layouts have been reconfigured adhering to government guidelines. Each team member is responsible for cleaning and maintaining their desk area and equipment.</p> <p><u>2b. Social Distancing – Guests</u></p> <p>Main slope capacity is at a maximum of 140 people, this is excluding freestyle evenings where the capacity is 140 over both slopes.</p> <p>Lift passes are available in different increments throughout the week.</p> <p>Family & Friends Private Ski or Snowboard Lessons will have a maximum of 6 participants.</p> <p>5 – 6, 7 – 10 and 11 – 16 year old Group Lessons will be a maximum of 6 participants.</p> <p>Ringo Slide sessions may be booked as a private session, or a birthday party, or alternatively guests (both adults and juniors) can be booked on to a public session.</p> <p>Park & Slide Nights on a Thursday Evening will be available in 2-hour passes.</p> <p>All guests are advised that face coverings are now optional.</p> <p>Signage has been installed to guide guests throughout their visit and the layout of our guest facing areas have been changed where possible to allow further distancing.</p> <p>Guests may have 1 person to assist / support them, to reduce number of guests in our rental area.</p>
--	--	---



THE LODGE
BAR & KITCHEN

Updated 1st October 2021



THE SNOW CENTRE
HEMEL HEMPSTEAD

	<p>Booking schedule has been staggered to reduce risk of queues.</p> <p>Guests visiting The Lodge are to pay for their refreshments via the Wi5 QR code link, rather than queue at the bar for food and drink.</p> <p>The Snow Centre is now cashless, all payments to be made online or via a card.</p> <p>The changing cubicles and shower are now back in operation.</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. Team will be asked to have a PCR test to confirm if they have covid or not and to follow the correct process before coming back to work.</p> <p>If a team member develops symptoms while on duty, they will report to Duty Manager and go home to follow government guidelines.</p> <p>Team have been advised on self-certification and quarantine guidelines.</p> <p>Team have been made aware of where they can access lateral flow tests and are encouraged to do these twice a week.</p> <p>4. <u>The Lodge Operations</u></p>
--	--



Updated 1st October 2021



	<p>Guests will pre order and pay for their food and drink via the Wi5 link QR code on the tables with their phone.</p> <p>The Lodge will be open for food and drink which can be consumed on site. The Kitchen will be offering a slightly reduced menu.</p> <p>Conferences can go back to full capacity in our conference rooms.</p> <p>Social Lessons/Day Courses will have drinks included. Drink forms will be completed at the start of the lessons by the Snowsports Instructor and drinks will be prepared for when the group of 6 come up to The Lodge at the allotted time. Food for the day courses will also be completed on a form in advance to save any queuing.</p> <p>Deep cleaning will take place once the operation closes each evening and more frequent cleaning of areas will happen throughout the day.</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 should guests not be able to use the QR codes.</p> <p>We have updated our delivery procedures adhering to current government guidelines.</p> <p>Our viewing balcony is now open and has been added to the daily cleaning regime.</p> <p>Birthday parties will be in a separate room with only the party organiser/parents to be in the room at the same time.</p>
--	---



Updated 1st October 2021



		<p>5. <u>Slope Operations</u></p> <p>Main slope capacity is at 140 from 1st October 2021.</p> <p>Guests must sign a disclaimer at time of booking confirming they are “main slope ready”.</p> <p>Ticket checks will take place regularly to ensure we keep within our capacity.</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> <p>6. <u>Conference Rooms</u></p> <p>Conferences/ controlled indoor events can go ahead in our conference rooms at the original capacities.</p> <p>While we expect demand to be low, our rooms are available for hire. Rooms will be set up meeting room style, allowing for distancing. 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>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>
--	--	--



Updated 1st October 2021



		<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 if requested. 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 is serviced on a regular basis.</p> <p>Flow will be monitored on an ongoing basis, and filters will be changed as per manufacturers recommendation and government guidelines.</p> <p>Air conditioning/ Air Handling Units will be on to allow air flow throughout the building for the entire duration of our opening hours and at any time our team and guests are on site.</p> <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>
--	--	--



Updated 1st October 2021

