

# THE SNOW CENTRE COVID – 19 Risk Assessment

First issued 4<sup>th</sup> August 2020

Updated: 16<sup>th</sup> May 2021

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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/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)



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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 Monday 12<sup>th</sup> April, The Snow Centre’s procedures have been updated to reflect the government guidelines for this time. We will not be offering adult group lessons during this time, and The Lodge Bar & Kitchen will be operational for takeaway service of hot & cold drinks and pre-packed sandwiches and snacks only, with spectator seating areas only. Our opening hours have been amended to reflect.

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

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



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	<p><b><u>1b. Cleaning and Hygiene</u></b></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"><li>• Door handles</li><li>• Rails</li><li>• Surfaces</li><li>• Tables</li><li>• Toilets</li><li>• Lockers</li></ul> <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><b><u>Rental Equipment</u></b></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><b><u>2a Social Distancing – Team</u></b></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; 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, call centre team and management team.</p> <p>Risk assessments will be completed, and necessary equipment provided.</p> <p><b><u>2b. Social Distancing – Guests</u></b></p> <p>Main slope capacity has been reduced to 75 guests from 140 excluding freestyle evenings where the capacity is 95 over both slopes.</p> <p>Lift passes are available in different increments throughout the week, this now includes the Tuesday early bird sessions.</p> <p>Monthly Passes are on sale for June; once purchased guests will be asked to pre-book slots so that social distancing measures can be adhered to.</p> <p>Family &amp; Friends Private Ski or Snowboard Lessons will have a maximum of 5 participants. This private lesson will adhere to the indoor 2 households (and support bubble where applicable) or rule of 6 as per government guidelines.</p> <p>5 – 6, 7 – 10 and 11 – 16 year old Group Lessons will be a maximum of 5 participants.</p> <p>Ringo Slide sessions may be booked by a family/group from the same household/ support bubble as a private session, or juniors can book on to a public session. The public sessions will be at quieter times to allow for social distancing in the rental area and on the ringo slide.</p>
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	<p>Park &amp; Slide Nights on a Thursday Evening will be available in 2-hour passes.</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/support bubble or rule of 6 can sit together in The Lodge. Tables have been removed and spaced out to allow for distancing.</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>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>
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		<p><b>3. <u>Team welfare</u></b></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> <p>Team have been made aware of where they can access lateral flow tests and are encouraged to do these</p> <p><b>4. <u>The Lodge Operations</u></b></p> <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>Two households can sit together in The Lodge at the same table, or 6 people using the rule of 6.</p> <p>Conferences/ controlled indoor events of 50% of our original conference capacity can go ahead in our conference rooms.</p>
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		<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>Floor markings have been placed in the kitchen marking 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 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 will remain closed at this time.</p> <p>Guests to wear face coverings in The Lodge (unless exempt) when they are not seated at a table</p>
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		<p><b>5. <u>Slope Operations</u></b></p> <p>Main slope capacity has been reduced to 90.</p> <p>Guests must sign a disclaimer at time of booking confirming they are “main slope ready”.</p> <p>The distance between poma’s on the lifts have been increased to allow more time to assist a guest in difficulty, and to allow for a larger distance between guests reducing covid risks.</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 / snowboard 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 Snowsports 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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	<p><b>6. <u>Conference rooms</u></b></p> <p>Conferences/ controlled indoor events of 50% of our original conference capacity can go ahead in our conference rooms.</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 booker will also produce their own risk assessment for 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><b>7. <u>Toilets</u></b></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><b>8. <u>Track and Trace</u></b></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>
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		<p><b>9. <u>Air Conditioning</u></b></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> <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><b>10. <u>Terms and conditions</u></b></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>
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