

Updated July 03, 2020

We all have a role to play in adhering to the Government Guidelines to reduce the risk and spread of Covid-19 during this pandemic situation. We are therefore asking that you observe the following and assist us.

Safeguarding our customers and staff is our priority and so we have put certain measures in place for the safety of everyone. Your time on the islands and with us will be very different to “normal”. We wish to help you have a great holiday here but please be mindful you are not on holiday from the government guidelines whilst here.

We are lead by government restrictions & guidelines and those of our National Governing bodies. Due to this there are certain activities we are not going to be able to conduct, this is not a decision we have taken lightly. We wish it wasn't like this also, so please be sympathetic, understanding and help us to comply. As the season develops we hope we will be able to adjust and offer more activities.

Following the instructions below will help us to keep you and our team safe and enable our Centres to stay open.

You must not attend if you or any persons in your party are feeling unwell, have a temperature or any other symptoms possibly related to Covid 19.

1. Please respect our team; they are doing their best to keep you safe and provide you with a service during your visit.
2. You will find lots of signs and boundaries (sorry we hate them as well!). Please follow all instructions given on any notices and by members of our team.
- 3. Social Distancing of 2m must be observed at all times.**
- 4. No more than 6 persons (including our staff) may be together at any one time and 2m must be observed.**
5. Please show consideration for other customers and beach users by respecting their social distancing requirement.
6. Prebooking of all activities is advised and preferred to assist us with scheduling and control of numbers. Online payment and completion of booking forms will be required as much as possible.
7. If you have not pre-booked a session we ask that you scan the barcode at the barrier of the centre to complete a booking form on your phone or tablet to reduce the handling of forms
8. Please arrive at least 15 minutes prior to your booked session. Please arrive changed & ready for your session. Our changing rooms will be closed.

9. Please wait at the barrier until you are called forward by a member of staff. Only 1 member of your group should enter the centre/area. If other customers are currently being dealt with please keep your distance and await your turn.
10. Please come prepared with you own face coverings, sanitiser and PPE, these are not provided. Please wash your hands in line with government guidance, as often as possible. Hand sanitiser stations are available at each site also.
11. All our equipment will be cleaned and sanitised as often as possible and after each use.
12. Hire wetsuits are only available for **minimum** period of 3 days, as they will then be disinfected and quarantined for 72 hours. We sell wetsuits, but have limited stock so please order with as much advance notice as possible.
13. Please do not handle or touch any equipment until instructed to do so. You will be given clear instructions as to which equipment is for you.
14. You will be shown where to return your equipment at the end of your session. **It is vital you do this** to ensure it is correctly cleaned and sanitised before it is put back into circulation.
15. Customers hiring any equipment must be able to carry/launch/land without the assistance of a member of staff, including carrying your own kayaks, SUPs and dinghies on trailers.
16. Customers must be of suitable ability and experience to safely rig and use equipment they are hiring without the need of any assistance from our staff.
17. **Minimum age for activities is 12 unless accompanied afloat by parent/adult of same household.**
18. **Children CANNOT be left unattended** and a parent/adult of same household must be present and readily available on the beach for the duration of the activity. This parent/adult will need to assist with launching, recovery & return of equipment and in the event of an accident/injury.
19. When not taking part in an activity please keep clear of the centres immediate vicinity to allow clear access for other customer and staff.
20. As per the government guidelines your details will be recorded and held for 21 days and will be provided to the relevant authority if requested to do so for the Track and Trace service.

These are unprecedented times, we do not like this situation any more than you do. Please be respectful and kind to our staff.