

**Our Duty of Care:**

- We are operating with reduced capacity in line with government guidance.
- We have installed new hand wash sinks at entry/exit.
- We have streamlined our check in process to reduce contact as much as possible.
- We have introduced additional cleaning procedures during opening hours and have a professional clean each morning.
- We will provide customer details to track & trace if requested.
- We have a NHS Track and Trace QR codes on display.

**Your Duty of Care:**

- Don't come climbing if you feel unwell or anyone you live with is showing symptoms of, or have tested positive for, Covid19 (Obviously!)
- Wash your hands on both entry and exit, and in between when necessary; hand sanitiser is also available.
- Scan the NHS Track and Trace Barcode when you enter the building
- Wear a suitable face covering at all times when in the centre, unless you are eating, drinking, or using the Strength & Conditioning Area (optional but recommended)
- Practice physical distancing from others at least 1m, ideally 2m - the capacity management allows for this.
- Please adhere to social distancing guidance when consuming any food or drink, e.g. do not sit close to others from outside your household.

**\*NOTE: You can only socialise with others outside of your household/bubble if the current restrictions allow it. This includes when supervising any guest, regardless of age.**

## **TERMS AND CONDITIONS**

**By booking an Open Climbing Session you are agreeing to the following statements for yourself and anyone else you are booking for:**

- In the last fortnight, I have not been infected with or shown symptoms of COVID-19
- In the last fortnight, no-one in my household has been infected with or shown symptoms of COVID-19
- No-one in my household is in the vulnerable or extremely vulnerable categories as defined in the current UK Government advice
- In the last fortnight, no-one I have spent time with has been infected with or shown symptoms of COVID-19
- All participants are age 6+ (U18's will need supervision)
- I will wear a face mask in the centre if aged 10+
- I will adhere to Highball's Conditions of Use and Covid Measures.

### **Cancellations, No Shows, Refunds & Transfers:**

To cancel your booking you need contact reception on 01603513513. Cancellations made with 4hrs notice will receive a full refund.

### **If you cancel with less than 4hrs notice, the following applies:**

**Pay As You Go Customers:** No refunds will be given.

**Multipass Customers:** will have a single pass (aka a punch) deducted from your multipass.

**Members:** will be invoiced a £5 no show fee. E-billing Members will have this added to their next monthly bill. Pre-paid members will need to pay it at reception when you next visit us.