

Snozone Covid-19 Policy

**WORKING TOGETHER
IN THE NEW NORMAL**



WELCOME BACK TO SNOZONE MILTON KEYNES!

EMBRACING THE CHANGE

TO ENSURE SAFETY

FOR ALL

This document outlines the measures that Snozone will be taking to ensure that we operate a COVID-secure environment in line with Government recommendations and guidelines and in consultation with the Environmental Health Organisation. Adherence to the ways of working outlined in this document are mandatory and without exception.

HOW DO WE ENSURE WE REMAIN COVID SECURE?

1. PHYSICAL DISTANCING

All guests and team members will be required to maintain the physical distancing measures that we have implemented.

- 2 metre spacing throughout the venue including a one way system.
- Protective Screens have been installed in high contact areas such as Reception, the Equipment hire area and the Alpine Kitchen.
- Offices have been reconfigured and screens installed on each desk.
- Shared PC's will be used only on a rota'd basis & must be thoroughly sanitised between uses.

2. ENHANCED HYGIENE, CLEANING AND HEALTH & SAFETY MEASURES

Hand sanitiser dispensers have been placed throughout the venue and are all clearly marked with signage. Team members should use these every 30 minutes and before and after any coaching.

- The frequency of general cleaning and sanitising will be increased in all public areas.
- Rental equipment and office space will be sanitised with a fogging system at least once per day.

Personal Protective Equipment (PPE) will be issued to and worn by all team members based on their role and responsibilities:

- Face coverings
- Gloves
- Visors

Proper disposal of all PPE will be mandatory.

HEALTH CONCERNS.

- Stay at home if you do not feel well and are suffering from the known symptoms of COVID-19.
- Team Members who are exhibiting any of the symptoms of COVID-19 whilst at Snozone are instructed to immediately notify the Senior Manager on Duty.



3. TEAM MEMBER INFORMATION AND TRAINING

- All team members will receive training before returning to work, as well as practical training on their first day in the venue.
- The weekly update will outline any changes in process or government guidance.
- After clocking in, all team members will report to the Senior Manager on Duty.
- Team member shift arrival and breaks will be staggered and team members will be required to leave the premises once their shift has ended.
- Hand sanitiser and wipes will be available at the clocking in machine to be used before and after using the machine.

4. COMMUNICATION

Clear signage will be in place throughout the venue reminding all team members and guests on the importance of hygiene and maintaining physical distance.

We will ensure that all of our suppliers are complying with all the necessary procedures during any deliveries or whilst undertaking work at the venue.

FIRE EVACUATION

PROCEDURES

- Planned fire evacuation drills have been suspended to avoid deliberately creating a situation where social distancing would be difficult to maintain.
- In the event of a real fire evacuation, the preservation of life would take precedence as coming to harm due to fire would present a greater immediate risk than contracting Covid-19.
- During an unplanned evacuation we recommend that guests and team members disperse away from the building rather than going to the assembly point, with lead fire wardens only attending the assembly point so that they can be informed when it is safe to return to the building.





CORONAVIRUS STAY ALERT TO THE RISK OF INFECTION

Remember it's critical to keep washing your hands regularly for 20 seconds.
For more ways to stay safe go to gov.uk/coronavirus

STAY ALERT › CONTROL THE VIRUS › SAVE LIVES

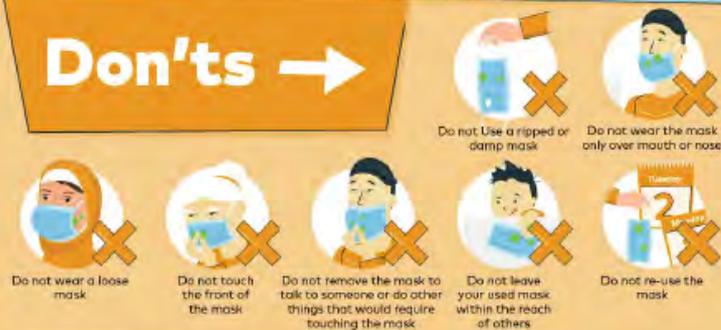
HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's →



Don'ts →



Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.



Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

A NEW 'NORMAL' WAY OF WORKING

- HOW WE ARE KEEPING OURSELVES AND OUR GUESTS SAFE

THIS SECTION WILL OUTLINE THE PRACTICAL IMPLEMENTATION OF ENSURING WE ADHERE TO THE AFOREMENTIONED KEY PRINCIPLES. IF YOU ARE UNSURE OF ANYTHING PLEASE REVIEW THE FAQ'S AT THE END OF THIS DOCUMENT OR SPEAK TO ONE OF THE MANAGEMENT TEAM. PLEASE ALSO REFER TO THE UPDATED HEALTH AND SAFETY MANUAL.

PRIOR TO ARRIVAL

- All slope activity must be pre booked.
- Clothing and helmet hire is no longer available but will be available to purchase from the shop. Guests will be advised to come kitted out prior to their activity starting.

RECEPTION

- Team members will be allocated a workstation and should not deviate from this to minimise the cross contamination of workspaces.
- Guests who arrive without a face covering will be given a mask by the Reception Team Member. If a guest refuses to wear a mask, the guest will be politely but clearly refused entry to the venue.
- A 2-metre queuing system and screens are in place.
- Lesson and session start times will be staggered to minimise queuing time as much as possible.
- Vending machines will be operational with sanitiser provided for use before and after using the machine.



Working together to keep you Covid secure



TOILETS & CHANGING AREA

- Changing rooms are not available for use.
- Toilets will operate on a one in and one out basis with a team member managing this area.
- Frequency of cleaning will increase and entry doors where possible will be set to open.

PERSONAL ITEMS

- Lockers will be out of use and guests will be advised that personal possessions should be limited to items that can be stored in their pockets.
- Guest footwear only will be stored behind the rental desks. We will not accept any other personal items from guests.

LIFTS & STAIRS

- One social bubble at a time will be permitted in the lift.
- Only disabled guests will be permitted to use the warm side lift.

FIRST AID

- Face coverings will be worn by both parties, with the team member also wearing a visor and a plastic apron. Gloves will be worn at all times following hand washing.
- A maximum of 3 people will be allowed in the room at any one time and where appropriate the door will be propped open to enable air circulation.
- The First Aid room will be thoroughly cleaned after each use.



**LOCKERS &
CHANGING ROOMS
ARE NOT
AVAILABLE
FOR USE**



EQUIPMENT HIRE AREA

- Guests will be asked to queue within the markers on the floor and collect their equipment using the directional signage and floor markings as a guide at all times.

All equipment will be sanitised following its use.

BOOT FITTING

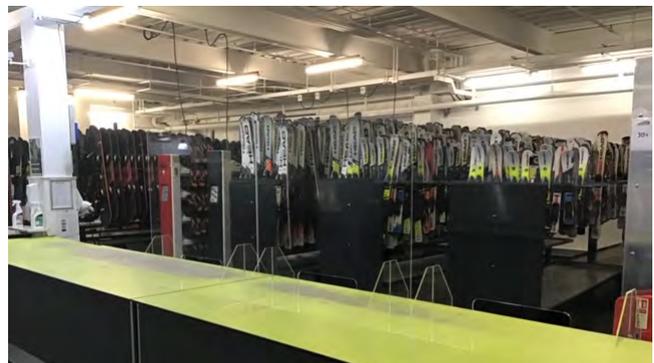
- Team members are able to assist guests in fitting boots once they are wearing the appropriate PPE.
- A designated 'boot fitting' zone has been marked out in the equipment hire area.
- Guests will hand their shoes over when collecting their boots and collect at the end of their session and return from the same desk.
- Guests will be advised to put both of their boots on before collecting their equipment.

WAITING & LESSON DEBRIEF AREAS

- Seating is only available for those in the lesson waiting zones and all debriefs should take place on the slope.

SLOPE

- There is one entry and one exit point for the slope.
- We must strictly ensure that only alternate pommas are used
- Ticket checks will be mandatory to ensure we do not exceed capacities.
- The lesson debrief will now take place on the snow to avoid congestion in the equipment hire area.
- All guests should be encouraged to rebook. The lift attendant must ensure that guests do not congregate at the top of the slope.



ALPINE KITCHEN

The Alpine Kitchen is for paying guests of the restaurant and operates with table service only. This will no longer be accessible as viewing only area.

KITCHEN

- There is a one way system in place in the kitchen, with only one team member designated to access fridges, freezers and storeroom areas.
- The doors to and from the kitchen will be wedged open to minimise touch points.

RESTAURANT

- All guests will be asked to take a seat in the clearly marked seating areas and all ordering and payment will be done at the table.
- Single use containers, condiments and packaging will be implemented where possible and cutlery will be taken to the table.
- Food & Beverages will be served to a 'serving table' for collection by our guests.



CONFERENCE

All meeting rooms will be subject to new spacing layouts to adhere to distancing.

- All food and beverage must be pre-ordered and will be delivered to the conference suite. Self-service buffets will not be available.
- Conference event guests will be encouraged to stagger break and lunch times to minimise queuing and maintain a constant flow of delegates across the event footprint.

SOFT PLAY

Our soft play area will remain closed until further notice.

PLEASE NOTE,

We expect all our team to fully adhere to safe distancing measures when walking to and from work through the Xscape building, to respect other guests and our partners in Xscape who are expecting all their tenants to lead by example.



FAQ'S

HOW DO I ACCESS AND EXIT SNOZONE AS A TEAM MEMBER?

Access is via the security compound or the West door (MacDonald's entrance). The exit is via the maintenance corridor.

WHAT SHOULD I DO WHEN I ARRIVE AT WORK?

All of our team members should clock in and will then be required to report to the Senior Manager on Duty, where they will have their temperature taken with a non-contact thermometer. If a team member has a temperature of above 37.8 they will not be allowed to start their shift and will be sent home to isolate for 14 days.

WHERE WILL I BE ABLE TO EAT MY LUNCH?

Food can be pre ordered from the Alpine Kitchen for collection on your break. Team members will be required to maintain social distancing whilst on breaks.

WHERE CAN I STORE MY BELONGINGS WHILST ON SHIFT?

We require that our team members come to work in a clean uniform daily, and limit the amount of personal belongings they bring into the building. Lockers and changing rooms will not be available.

WHERE CAN I STORE MY BIKE WHILST ON SHIFT?

Bike racks will be available for those wishing to use their bike for their commute.

WHAT SHOULD I DO IF I OR A GUEST HAVE COVID 19 SYMPTOMS?

Immediately notify the Senior Manager on Duty. There will be a designated area to allow for immediate isolation of anyone at the venue who presents with symptoms.

HOW WILL WE ENSURE THERE IS SOCIAL DISTANCING IN THE VENUE?

It is everyone's responsibility to ensure that social distancing is maintained within the venue. The floor markings are clear and we expect our team members to monitor all our guests throughout the venue at all times and ensure this is being adhered to. A polite reminder should be issued to anyone not following this protocol.

HOW WILL WE ADMINISTER FIRST AID SAFELY?

Prior to administering any First Aid, The First Aider will put on the PPE required, which is a face covering, visor, gloves and plastic apron. The guest will also be asked to wear a face covering if this is appropriate.

HOW WILL I ASSIST THOSE ON LESSONS IF THEY FALL?

Our coaches should advise all guests at the start of a lesson that if they fall on the slope they will be notified that the coach is approaching them to assist them back up, and that they should look away from the coach - who will be wearing PPE - a visor.

HOW WILL THE OFFICE ENVIRONMENT BE SANITISED?

We are implementing a 'fogging' system which sanitises the office environment including the surfaces and the air within.

HOW WILL WE SANITISE THE RENTAL EQUIPMENT?

We are implementing a 'fogging' system which will sanitise the area. We will also wipe down and sanitise all equipment brought back to the desk.

HAVE WE REDUCED OUR CAPACITY?

Yes, we have reduced our capacity within the venue and restricted group lessons to social or family bubbles only. We will no longer carry out mixed group lessons from people of different households. Lesson capacity will be capped at 6.

WILL WE ACCEPT PAYMENTS IN CASH?

The venue will be a cashless environment and contactless.



**I AM SIGNING TO SAY THAT I HAVE READ
AND UNDERSTOOD THE POLICY.**

NAME OF TEAM MEMBER

SIGNATURE

DATE





TERMS & CONDITIONS

Snozone's Terms & Conditions

Our goal is to ensure that you have the best experience possible and our team are always available to answer any questions that you may have. We're always here for you and will be delighted to help you! It is important for everyone's safety, wellbeing and understanding that certain conditions are in place so please do read the following. By making a booking with Snozone it is assumed that you have read and accepted our Terms & Conditions. We reserve the right for our team to ask you to leave the slope and the premises if you do not abide to them. In such cases, no refund will be given.

SAFE SOCIAL DISTANCING

Snozone now operates with a one way system of travel around the venue. Please adhere to the signage at all times. Snozone requires you to take responsibility for distancing yourself a minimum of 2 metres from the next guest at all times. Snozone requires all Adults to wear a face covering, which must be worn from the moment that you enter the Xscape centre until you leave (excludes guests who are eating in The Alpine Kitchen restaurants). Guests will not be admitted if they do not wear a face covering. Toilets will be available for use with our team admitting guests on a 'one in, one out' basis. If you are found not to be adhering to these conditions, you will be asked to leave the premises immediately with no refund given.

BOOKINGS AND EQUIPMENT

All bookings must be made in advance as we are no longer admitting walk up custom due to the current Covid-19 pandemic.

You can book over the telephone on 0333 0030 520 or online at www.snozoneuk.com.

You can also book for another activity at our reception desk after completing your visit.

All activities must be paid for in full and in advance. All prices are subject to change.

Please see our privacy policy to find out what data we keep and why.

If you need to cancel or alter your booking, we require a minimum of 72 hours notice to allow for a refund. If your booking needs to be transferred, Snozone requires a minimum of 72 hours notice and this must be rebooked within 30 days of your initial activity date. This will be subject to Snozone's lesson or coaching availability. A transfer to the following month will incur a £5 transfer fee per person.

Skis, snowboards, boots and poles are included within the ticket price of your activity - helmets are no longer provided for hire due to hygiene reasons, but helmets can be purchased at our shop. Helmets must be worn if you are participating in a lesson or coaching session or any freestyle activity and must be worn for all activities by guests under 16 years of age. If you are not wearing a helmet whilst participating in any of these activities, you will be asked to leave the slope and no refund will be given.

You are welcome to bring your own ski or snowboard and boots but there is no reduction in the ticket price if you do so, except for children under 16 who will receive a 10% discount off the ticket price.

Gloves and full length trousers & long sleeve tops must be worn at all times on the slope. We advise that you wear waterproof jackets & trousers.

For hygiene reasons, ski jackets, salopettes, gloves & socks are not available to hire, but can be purchased at our shop for very reasonable prices.

Gloves are compulsory for all activities. If you are not wearing gloves you will be asked to leave the slope and no refund will be given.

ARRIVAL TIME

Due to current restrictions, we are no longer offering changing room facilities, so all guests must arrive ready and suitably dressed for their activity. Guest's footwear will be exchanged for ski boots / snowboard boots at the equipment hire desks.

Snozone asks you to arrive 45 minutes before your activity starts. If you are not ready with your clothing and equipment within 5 minutes of the activity start time, Snozone reserves the right to refuse you admission as you will miss the health & safety briefing. In this instance, no refund will be given.

Snozone will endeavour to reschedule your lesson for the same day, however if this is not possible, we will try to transfer you to another date within a 30 day period. The £5 fee will still be applicable. We will do everything that we possibly can to accommodate your late arrival but sometimes this may not be possible.

MAIN SLOPE USE

We require everyone who wishes to use the main slope for 'recreational use' to be of a minimum standard unless you are attending a lesson or a coaching session or you are accompanied by a Snozone Coach. You will therefore be asked to confirm that you are able to control your speed, confidently link your turns and fit your boots correctly. You must also be fully competent in using the poma lifts. If you are unsure about your ability or have any questions regarding minimum standards please visit our website under the 'lessons section' where this is defined in full.

Snozone accept no responsibility for damage to equipment or clothing or personal injury whilst undertaking any activity within the Snozone building.

COACHING

To ensure the safety of all slope users, no-one other than our fully qualified Snozone Coaches are permitted to teach or provide coaching on our slope. Should anyone be found coaching or soliciting for clients to coach who isn't a Snozone Coach, or without clear prior approval, they will be asked to leave the slope and the building and either suspended or expelled from Snozone.

Our expert team will endeavour to deliver all the skills listed for each lesson stage, however skills attained may be dependent on your personal rate of progression or that of others in your group and it is very important that we don't over-accelerate your learning before you're ready to move to the next level.

PAYMENT

We no longer accept cash for any transaction within our premises (except for vending). Payments must be made by debit or credit card only.²

PROPERTY

Snozone is not responsible for damage, loss or theft of your property during your visit. We are not responsible for any items left on our premises. Lost property is retained for one day only and is then destroyed or if we can sanitize the articles, given to a charity shop.

Currently, we do not offer any lockers. We ask you not to bring anything with you that cannot be kept on your person whilst participating in an activity on the slope.

GIFT VOUCHERS

Gift vouchers can only be redeemed against activities at our Milton Keynes, Castleford and Basingstoke venues. They can be used as full or part payment towards any activity, item of retail purchase, item of food and non-alcoholic drink purchase. Gift vouchers cannot be exchanged for cash. If you do not spend the entire balance of the gift voucher, you will be given another voucher with the remaining balance to the nearest pound. Gift vouchers are valid for 12 months from the month of purchase.

PHOTOGRAPHY AND FILMING

We are happy for slope users to take your own photographs/video but you must be confident that you are not causing a hazard to other slope users when stopping to film or take photographs. We reserve the right to ask you to cease photographing or filming at any point for any reason. Please be advised that we have CCTV throughout the centre for the purposes of crime prevention which complies with the Data Protection Act 1998. In addition, we may record your images for advertising &/ or marketing purposes. It is sometimes the case that third parties -including the media- record images of events at Snozone. In such circumstances notices will be displayed to advise customers of any filming / photography to be carried out where your image may appear.

SOCIAL MEDIA ACTIVITY POLICY

We love to share the enjoyment of watching people of all skills and ages out on the slope. As a result, photographs and/or videos may be taken from time to time. The photographer will have full rights to use the images resulting from the photography/video filming and any reproductions or adaptations of the images for fundraising or publicity purposes. This might include (but is not limited to), the right to use them in their printed and online publicity, social media, press releases and funding applications. If you do not wish to be photographed please inform a member of our team.

MEDICAL CONDITIONS /REQUIREMENTS

If you have a medical condition or a disability that may affect your safety or the safety of other slope users, you must inform a member of the Snozone team prior to booking.

If you have any possible or probable Covid-19 symptoms, you are requested to stay at home and adhere to the Government's current directive of self-isolation for 14 days. You will not be permitted access if you display these symptoms on arrival and a refund for your activity will not be applicable. If you visibly display such symptoms during your visit, you will be asked to leave the building and a refund may not be possible.

GUEST SAFETY

For the safety of our team and guests, Snozone reserves the right to ask anyone to leave the slope and the premises if we believe them to be under the influence of drink or drugs, behaving irresponsibly, endangering other slope users or being abusive to other slope users, or causing general disharmony. This could result in a permanent exclusion from Snozone.

SNOZONE TEAM SAFETY

We have a zero tolerance policy towards our team members being abused, threatened or mistreated either in person or via social media. Should any such matter arise, we will inform the police on all occasions and we will always pursue legal action and prosecute.



SPECIAL EVENTS / SLOPE CLOSURES

Parts of the slope may be sectioned off at times for special events, essential maintenance work or to allow freestyle features to set. Please check before booking for up to date information on forthcoming activities or closures. Details are also listed at www.snozoneuk.com. All activities and prices are correct at time of going to press, however Snozone reserves the right to make changes at any time.

CHILDREN

Children under the age of 16 must not be left on the premises by themselves at any time. If this is found to be the case, Snozone may inform the police immediately. Children under the age of 12 participating in snowsports activities must be supervised on the slopes by an adult at all times (please note that minimum standards apply for main slope use). For the safety of children, if ski or snowboard proficiency has not been attained, parents and/or guardians will need to be available to collect from the slope immediately.

Snozone will only allow children under the age of 12 years on the slope without a parent/guardian, if the child/children is participating in Snozone's designated School Holiday camps and/or SnoAcademy.

FOOD & BEVERAGE

Only food & beverage bought from Snozone's own restaurant and bar - The Alpine Kitchen - is allowed on the premises. All other food & beverage must be consumed away from Snozone's premises. Guests will be asked to leave the premises if this request is not adhered to. The area in the restaurant is not a designated viewing gallery and we will only permit guests to use the area if they are consuming food and/or beverage from our Alpine Kitchen restaurant. Due to current restrictions, guests must not queue at the bar to place an order. Instead, you will be shown to a table, seated and your orders will be taken at the table. This is to ensure further safety regarding social distancing.

ALL EVENTS BOOKED AT SNOZONE

Prior to any member of your group participating in any slope-side activities you must advise us of any medical conditions you feel we need to be aware of, or any assistance that may be required. All bookings must be confirmed in writing and by accepting our terms and conditions. If written confirmation is not received within 21 days of the event Snozone reserves the right to cancel the booking and not refund the deposit.

If any damage is caused inside the facility Snozone reserves the right to hold any bar deposits to cover the cost for the damage caused.

Payment Policy:

- A 50% deposit is payable once an event is confirmed.
- Full payment is due no later than 14 days before the event takes place. If payment is not made, the event will be cancelled and the deposit will not be refunded. Snozone does not offer credit under any circumstances.

Cancellation Policy:

- All cancellations must be received in writing, no verbal cancellations will be accepted
- All cancellations made within 14 days of the event date will be charged in full
- No cancellations in attendees or content will be refunded on the day of the event
- If you do not, or are unable to attend your event, or arrive late, for any reason, you will still be charged in full as the space will have been rented out to you.

INTELLECTUAL PROPERTY

We are the owners of and the licensee of all intellectual property rights pertaining to the name and brand name and logo of Snozone, Skizone and The Alpine Kitchen and their subsequent website addresses and of all imagery contained within our website, social media channels and marketing materials.

It is strictly forbidden for anyone to use any elements of the above without express permission granted in writing from the Sales & Operations Director of Snozone. Any contravention of this will result in certain legal action.

TEAM MEMBER NAME.....

SIGNATURE.....



WWW.SNOZONEUK.COM