

COVID-19 policy

We want our guests to understand what we're doing today and planning for in the near future in the areas of cleanliness, hygiene and social distancing so that when they arrive on site to Graythwaite Adventure, they know our commitment to their health and safety is our priority. Whilst we have set ourselves high standards of general cleanliness, cleaning processes and training, we are now focused on developing the next level of cleanliness standards designed to minimise risk and enhance safety for guests.

It's important to us that your experience with us remains as fun, adventurous and exciting as possible but we must adhere to Government guidelines and those set out by experts, so we are taking a thoughtful approach to set our new normal standards providing a holistic approach designed to take care of each and every one of our guests.

Our specific areas of focus include:

- **Surface areas:** COVID-19 has raised awareness about the importance of high-touch surface cleanliness. We will improve our cleaning protocols, requiring that surfaces and equipment be thoroughly treated with disinfectants and that this cleaning is done with increased frequency in between guests leaving and new guests arriving for each session.
- **Guest contact:** The CDC and WHO warn about direct, person-to-person contact as the primary way COVID-19 is spread. To help alleviate the risk of transmission this way, on arrival we will remind guests to maintain social distancing protocols, and we will remove or restrict access to our shooting site lodge and outdoor furniture to allow more space for distancing. We will be adhering to Government guidelines in terms of which activities we can provide and when, due to the proximity required for some activities.
- **Food safety:** Our food safety program includes enhanced sanitation guidelines that includes hygiene and disinfecting practices. All food handlers are trained on safe food preparation and service practices. We are modifying our operational practices for food and drink service and designing new approaches to how we serve.

In addition:

- Antibacterial wipes will always be available for use by all guests
- Masks and gloves will always be available for use by all guests
- Hand sanitiser will always be available for use by all guests
- Cold drinks will continue to be served in cans and individual water bottles
- Hot drinks will continue to be served in disposable, recycled, paper cups
- Snacks will be served as individually wrapped items
- Lunch or evening food / BBQ / picnics will be served boxed individually rather than sharing platters when guests are not from the same household
- Our toilet will have a visible checklist where guests can see our cleaning regime and timings
- Our team will always wear masks and gloves where food, drink and close contact is involved
- Our team will wash their hands and sanitise before and after handling any equipment that may then be handled by our guests to use i.e. canoes, kayaks, paddleboards, paddles, buoyancy aids.

Graythwaite Adventure provides award winning outdoor experiences in the heart of the Lake District National Park. There is nothing we love more than sharing these experiences with our guests, so please rest assured these measures are being taken with your health and safety as a priority. There may be some delays in between sessions, in the preparation of equipment and instruction as we adjust to these new, necessary, measures so we request your patience. For more information about us, please visit our website www.graythwaiteadventure.co.uk or keep in touch via our social media channels;

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