

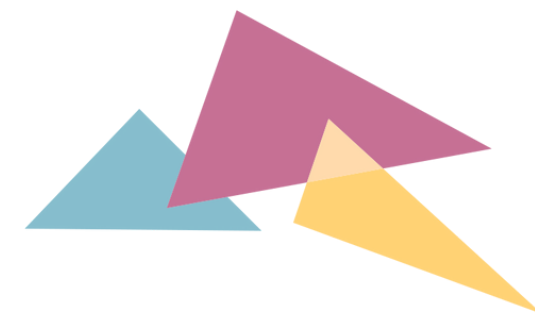


Mount Cook Adventure Centre

Response Rationale to COVID-19

The Three C's

Our Mount Cook Approach

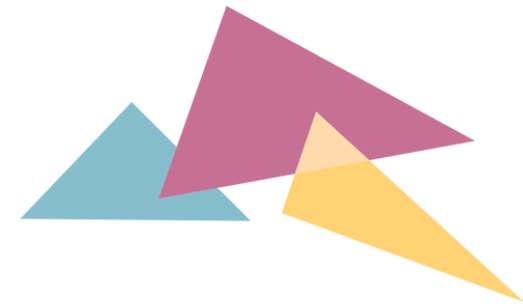


As the peak of the COVID-19 pandemic passes, restrictions will gradually be removed to allow more people to return to their workplaces and begin to pursue leisure activities. When we return, it's vital that we continue to take care of our staff and customers, protect our organisation, and reduce the risk of spreading the infection.

We will achieve this through a three step approach:



Our Operating Principles for Staff and Guests



We will adopt some simple core operating principles for staff and guests that are understood to be most effective in mitigating the risk of spreading the virus.

Good personal Hygiene

Wash or sanitize hands frequently and regularly. Avoid touching your face especially mouth, nose and eyes



Maintain Distance

Respect everyone's personal space as much as possible,



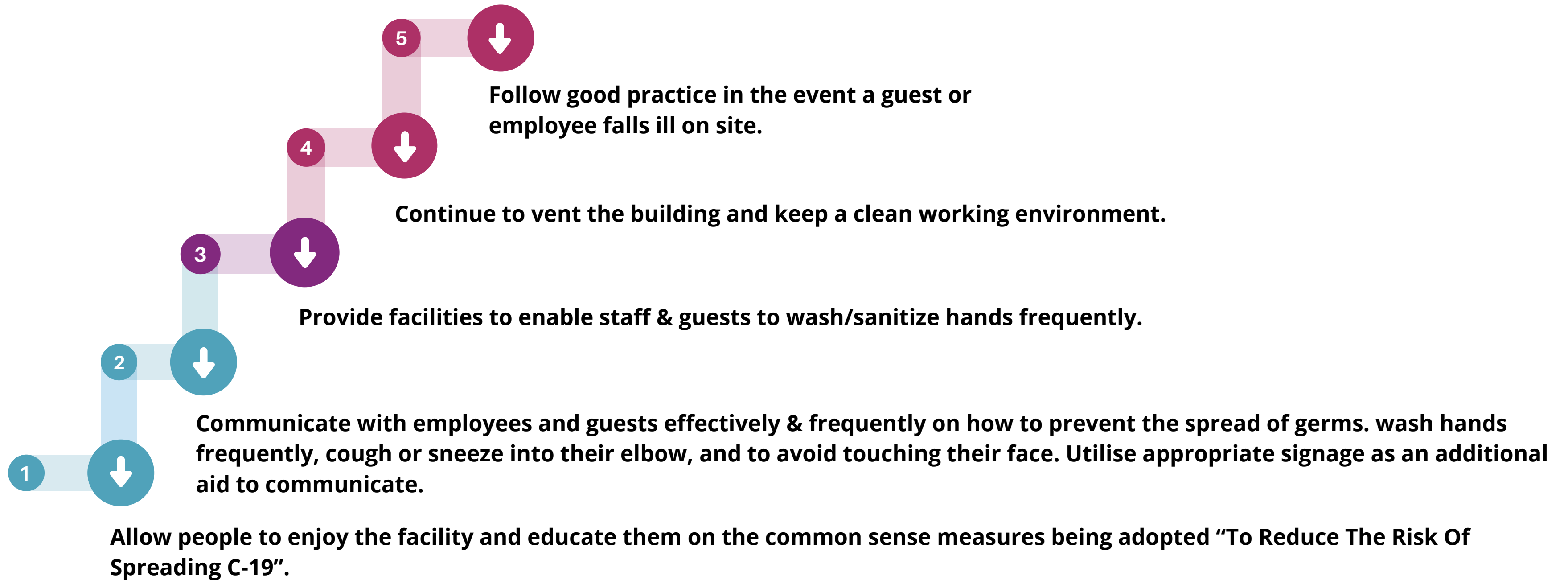
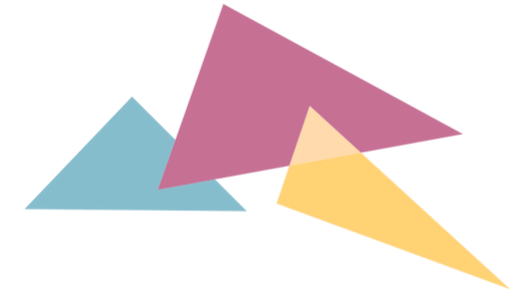
Catch Coughs and Sneezes

Use tissues or clothing to capture any coughs, or sneezes from spreading.

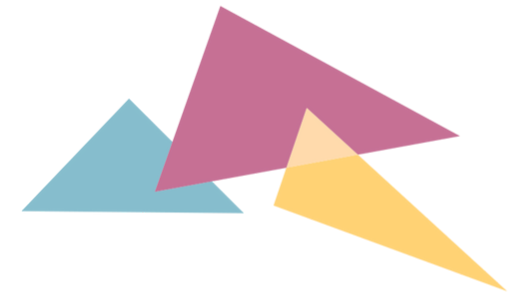


Actions

Supporting our operating principles



Follow Good Personal Hygiene



Core operating principle 1

Good personal hygiene is one of the most effective ways to reduce transmission of coronavirus.

Provide signage emphasising the importance of adhering to good personal hygiene principles ie. regular handwashing and good cough and sneeze etiquette. Minimising face-touching (mouth, nose, eyes) should be encouraged.

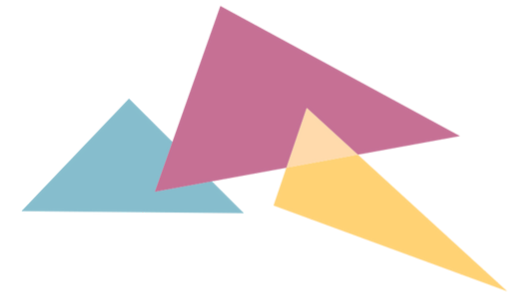
Provide access to facilities to enable regular handwashing with soap and water.

Emphasise the importance of thorough handwashing technique using signage.

Provide hand sanitiser where not possible to access soap and water, prioritising activity areas.

Respect Physical Distancing

Core operating principle 2

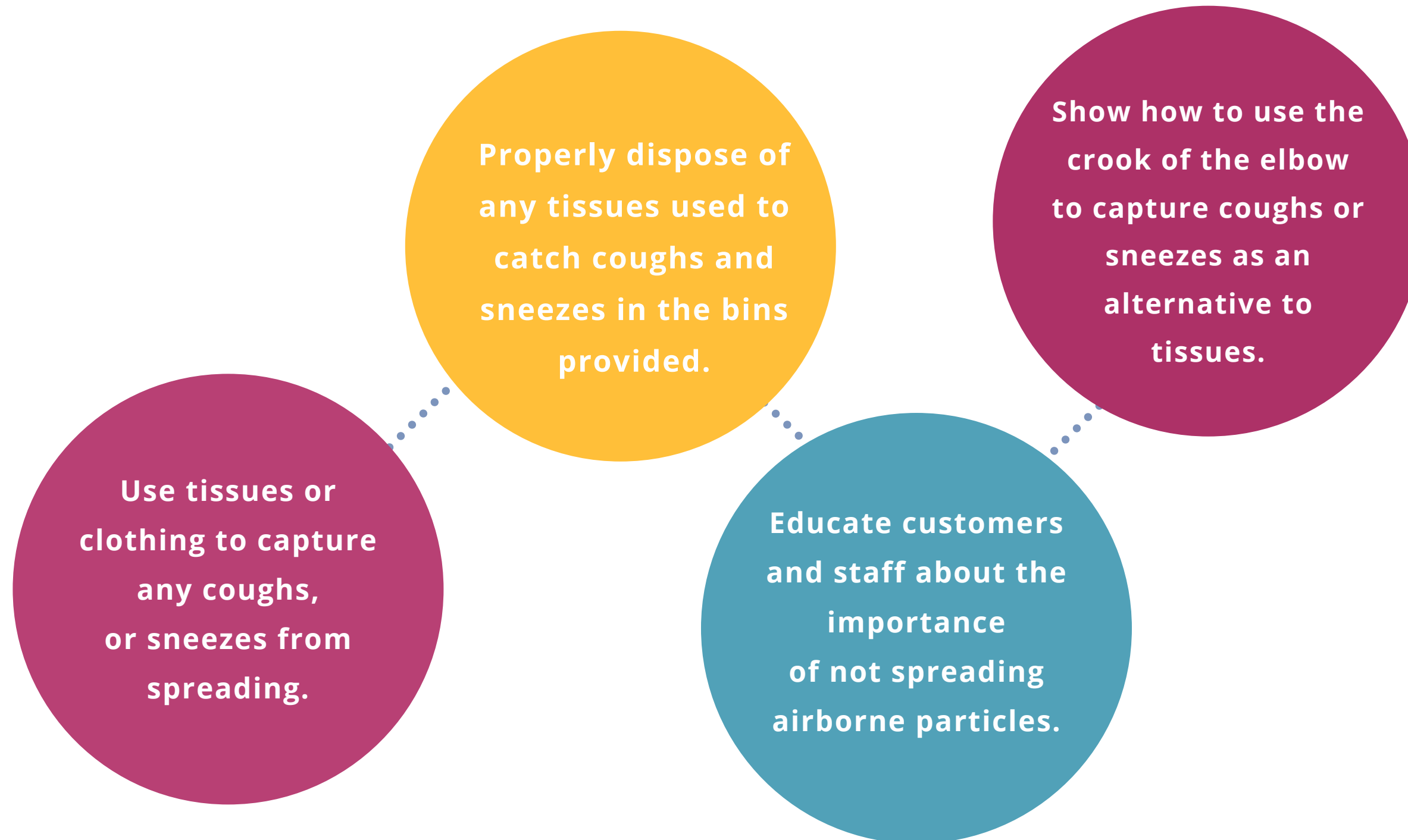
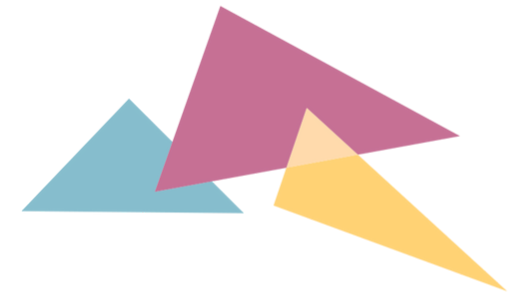


Aim to achieve social or physical distancing where possible throughout the centre to avoid 'close contact' of people as far as is reasonably practicable. Close contact is defined as being within less than 2m/6ft of another person for more than 15 minutes.

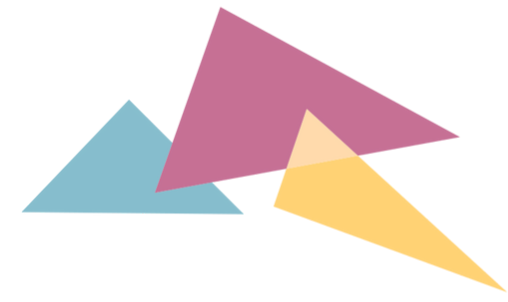
It is acceptable for people to be in close contact for periods of less than 15 minutes (such as passing on the stairs) but they should minimize the time as far as practicable and observe good hygiene practices.

Catch Coughs and Sneezes ✓

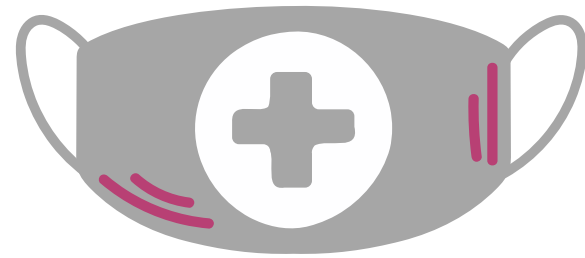
Core operating principle 3



Additional Actions

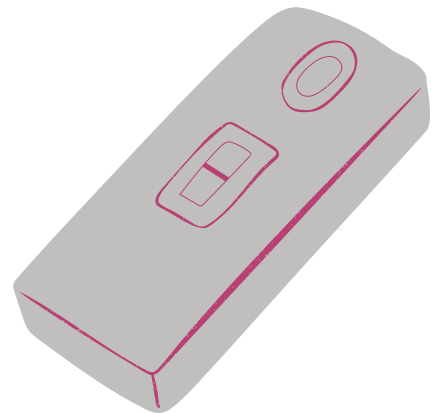


Here are some additional points that both of our staff and guests are advised to be aware of when onsite.



Face coverings where needed

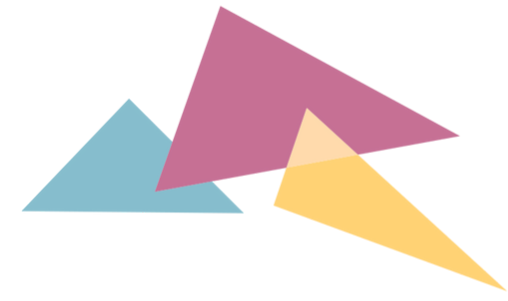
Face coverings are optional in communal areas if it makes you or group more comfortable. Masks are not required outdoors, in own rooms or when sat at your assigned tables during mealtimes.



Staff testing

Staff are tested weekly in order to identify cases early and better protect our guests.

Communicating our Approach



As important as the approach itself, is how we choose to communicate the messages to our customers. We believe that we all have a part to play in creating a safe and responsible environment in which we can all enjoy our time together.



Staff

There will be a thorough process of inducting staff in our response methodology. Staff will effectively be able to remind guests of and demonstrate good practice.



Friendly

We don't want to scare customers with our approach. Signage will be informative, briefings will be clear and we will seek to engage support for our approach so that everyone can enjoy themselves.



All Together Now

Underlying all our messages will be the mantra that everyone has a responsibility to reduce the risk of spreading the virus through good hygiene and following government guidelines.