

## **COVID 19 RISK ASSESSMENT FOR LLANGOLLEN TEAROOM AND BOAT OPERATIONS.**

WE HAVE CARRIED OUT A RISK ASSESSMENT OF THE TEAROOMS, HORSE DRAWN BOATS, DAYBOAT OPERATIONS AND THE AREA SURROUNDING THE BUILDING AND WHARF.

WE HAVE ALSO CARRIED OUT A RISK ASSESSMENT FOR STAFF AND CUSTOMERS

LISTED BELOW ARE THE CHANGES WE HAVE HAD TO MAKE TO BE COMPLIANT WITH THE GOVERNMENT GUIDELINES.

### **TEAROOM AND SURROUNDING AREA.**

- TO ADHERE TO SOCIAL DISTANCING, WE HAVE REMOVED A LARGE NUMBER OF TABLES FROM INSIDE THE TEAROOM, THE PATIO AREA AND THE CANAL SIDE MAKING IT AS SAFE AS WE CAN AND ADHERING TO THE CURRENT RULE IN ALL AREAS.
- ALL ENTRANCES GOING IN AND OUT OF THE BUILDING WILL HAVE HAND SANITISER STATIONS WHICH WE WILL REQUIRE YOU TO USE ON ENTERING AND LEAVING
- MARKINGS WILL BE MADE OUTSIDE THE BUILDING INDICATING THE QUEUING SYSTEM AND THE SOCIAL DISTANCING REQUIRED.
- THERE WILL BE CLEAR SIGNAGE IN ALL AREAS WHERE NECESSARY.
- SCREENS WILL BE USED AS AND WHEN REQUIRED THROUGHOUT THE BUILDING
- ALL OUR STAFF WILL HAVE BEEN THROUGH A COVID 19 TRAINING PROGRAMME TO PROTECT THEMSELVES AND OUR CUSTOMERS.
- STAFF WILL BE AVAILABLE TO MONITOR CUSTOMER SAFETY.

### **HORSE BOAT TRIPS**

- WE PLAN TO RUN OUR HORSE DRAWN BOAT TRIPS BUT WE WILL BE REDUCING THE CAPACITY ON THE BOATS TO ADHERE TO THE TWO METRE DISTANCING.
- TO BOOK YOUR TRIP YOU WILL NEED TO CALL IN ADVANCE AND RESERVE AND PAY FOR YOUR SEATS. WE WOULD LIKE YOU TO ARRIVE AT THE WHARF AT LEAST 15 MINUTES BEFORE YOUR TRIP AND MAKE YOURSELF KNOWN TO RECEPTION AND YOU WILL BE ALLOCATED SEATS BY A MEMBER OF STAFF.
- SEATS WILL BE CLEARLY MARKED OUT WITH A SOCIAL DISTANCE SPACING BETWEEN THEM.
- AS YOU STEP ON TO THE BOAT THERE WILL BE HAND SANITISER THAT YOU WILL BE REQUIRED TO USE BEFORE BOARDING.
- ALL WINDOWS WILL BE KEPT WIDE OPEN EFFECTIVELY MAKING THE BOAT AN OUTSIDE SPACE.
- WE WILL BE USING BOTH OF OUR BOATS TO ALLOW US TIME BETWEEN THE TRIPS TO EFFECTIVELY DEEP CLEAN THEM.

- WE APPRECIATE THAT EVERYONE LOVES THE HORSES AND LIKE TO SEE THEM IN THE STABLES BUT AT THIS TIME WE WOULD ASK THAT YOU KEEP AWAY FROM THE CORRAL TO ALLOW THE STAFF TO WORK AND PREPARE THE HORSE FOR TRIPS WHILST SOCIAL DISTANCING.

### **DAY BOAT HIRE**

- OUR DAY BOATS ARE A SELF DRIVE BOAT THAT WE HIRE OUT DAILY,. YOU CAN BOOK THESE ON LINE OR BY CALLING US. THEY HOLD 10 PEOPLE. AS A BUSINESS WE WOULD ASSUME THAT THOSE BOOKING WOULD BE FOLLOWING THE GOVERNMENT GUIDELINES.
- WE WILL MAKE SURE THAT WE HAVE MADE THE BOAT AS STERILE AS POSSIBLE. OUR BOATS WILL BE DEEP CLEANED BEFORE YOU ARRIVE. THERE WILL BE ANTI BACTERIAL SOAP ON BOARD, ANTI BACTERIAL SPRAY AND DISPOSABLE CLOTHS FOR YOU TO USE IF YOU NEED TO . AT THE END OF THE DAY OUR BOATS WILL BE DEEP CLEANED AGAIN.
- WE WOULD ASK YOU THAT YOU ARRIVE AT THE WHARF BETWEEN 9 AND 9.30 WITH ANY THINGS YOU MIGHT WANT TO TAKE ON YOUR TRIP. YOU WILL BE MET BY A MEMBER OF OUR STAFF, THERE IS A SMALL AMOUNT OF PAPERWORK TO FILL IN AND WOULD ASK YOU DESIGNATE ONE PERSON TO DO THIS WHILE WE WILL BOARD THE OTHER MEMBERS OF YOUR GROUP ONTO THE BOAT.
- WE WOULD ASK THAT YOU ALSO ASSIGN A DESIGNATED PERSON TO BE THE DRIVER OF THE BOAT, WE WILL REQUIRE THIS PERSON TO WEAR A DISPOSABLE FACE COVER AND DISPOSABLE GLOVES WHICH WE CAN PROVIDE WHILST OUR STAFF MEMBER WILL BE GIVING THE REQUIRED SHOW AROUND
- THE SHOW AROUND IS SOMETHING WE HAVE TO DO BY LAW. IT IS A 20 MINUTE TUTORIAL ON HANDLING THE BOAT AND THE BASICS OF STOPPING AND STARTING PROCEDURES AND INFORMATION ABOUT THE CANAL. OUR STAFF MEMBER WILL ALSO BE WEARING PPE. THIS SHOULD BE THE ONLY TIME THIS WILL BE REQUIRED AND IS JUST TO PROTECT YOU AND OUR STAFF.
- WE WANT YOU TO FEEL SAFE AND ENJOY YOUR DAY OUT WITH US AND OUR TRIPS WE ARE DOING EVERYTHING WE CAN TO FOLLOW THE GOVERNMENT GUIDELINES TO KEEP YOU AND OUR STAFF SAFE

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### **TOILET FACILITIES ON SITE**

- WE HAVE TWO TOILETS AVAILABLE ON SITE BOTH WITH INDEPENDENT HAND WASHING FACILITIES, EXTRA SANITISERS AND DRYING FACILITIES HAVE BEEN ADDED, THERE WILL BE HAND SANITISERS AND ANTI BACTERIAL SOAP AND OUR TOILETS WILL BE CHECKED AND SANITISED EVERY HOUR BY A MEMBER OF STAFF.
- OUR TOILETS ARE STRICTLY FOR CUSTOMER USE ONLY.

