

# Patron Management, Protection, and Protocols

This document is intended to make patrons aware of their obligations in order to safely attend Canberra Indoor Rock Climbing while COVID-19 related restrictions are in place.

The updated and new policies specified in this document will be communicated as follows: the document itself, signage within the facilities, social media campaigns, and information on our website.

If patrons partially or wholly ignore this information, they understand that they may be corrected by staff. We understand this is a lot of information to digest. As such, staff will be lenient and friendly in offering warnings to patrons who accidentally violate COVID-19 restrictions. However, if patrons refuse to follow instruction from staff or are otherwise negligent or disrespectful, staff have the right to ask them to leave.

The term user includes any staff, patron, contractor, management or any other individual in the facility.

**Focus Topics** We have identified 4 topics that patron obligations and awareness will fall under:

- 1 - Personal Health, Hygiene, and Protective Equipment (PPE)
- 2 - Forms and Monetary Transactions
- 3 - Capacity
- 4 - Climber Protection Measures

## 1 - Personal Health, Hygiene, and Protective Equipment (PPE)

### Personal Health

Patrons may not attend our facilities if they are experiencing illness, exhibiting symptoms of COVID-19, have been in contact with someone diagnosed with or exhibiting symptoms of COVID-19, or have otherwise been instructed by health officials to avoid public areas. Patrons understand that they may be asked to leave if any of these apply to them.

Patrons understand that despite theirs and Canberra Indoor Rock Climbing's best efforts, sharing public spaces carries an inherent risk of contracting COVID-19.

### Personal Hygiene

Users should, where possible, arrive wearing the clothes they intend to use while at the facility, and avoid changing in the facility. Users must limit the number of items brought into the facility and are asked to keep belongings in one bag. Patron belongings must be stored in designated areas.

Patrons must wash or sanitise their hands immediately upon arriving, even before they report to the front desk. Patrons should wash or sanitise their hands again before departing.

Patrons should wash or sanitise their hands frequently throughout their visit. Specifically, we strongly

recommend sanitising hands between every distinct route or boulder problem. This also applies prior to and after the use of any belay station. Our facility will provide adequate hand sanitising stations.

Users should not touch their face without first washing or sanitising their hands. Patrons must cough and sneeze into the bend of their elbow. Patrons are encouraged to bring their own water bottles. Pets will not be allowed in the facility until further notice.

### **Patron Use of PPE**

Per current ACT Health guidelines, the use of PPE such as face masks and gloves is not recommended for healthy individuals of the general public. Patrons may elect to wear face masks and other PPE at our facilities, and staff will not be allowed to ask them to remove it. Please be aware that government guidelines around widespread use of PPE may change in the future.

## **2 - Forms and Monetary Transactions**

### **Forms**

After washing their hands, all patrons should check in at the front desk with staff before climbing.

All users engaging in climbing at our facilities must complete the online waiver form if they haven't before. Our waiver is available online to fill out on personal devices, and we recommend doing so to avoid touching shared screens at our facilities. While COVID-19 restrictions are in place, all users entering the facility (including patrons, staff, delivery personnel, etc.) must fill out the attendance register.

Users who refuse to fill out the online waiver will not be allowed to climb at our facilities. Users who refuse to fill out the attendance register will be asked to leave immediately.

Canberra Indoor Rock Climbing's privacy policy is available to view at <https://www.canberrarockclimbing.com.au/legal/privacy-policy/>. We will have hard copies of this *Patron Management, Protection, and Protocols* document available upon request at our facilities.

### **Monetary Transactions**

During the initial reopening phase, we will accept card payments only. When cash payments are allowed again, we recommend patrons wash or sanitise their hands after handling cash.

## **3 - Capacity**

The local authorities and state government have put in place the maximum number of users that may be in the facility at one time. Our facilities are operating accordingly.

Patrons understand that Canberra Indoor Rock Climbing will, at times, be using bookings-only systems to help manage these capacity limits. Patrons understand that they may be turned away if they arrive without a booking and the facilities are at capacity, or are expected to be soon.

In addition to an overall facility capacity, additional capacity zoning has been implemented within the facilities to encourage physical distancing, with clear signage. Patrons understand that staff may disperse them if they are in excess capacity.

## **4 - Climber Protection Measures**

### **Physical/Social Distancing**

Patrons must keep a 1.5 metre distance from other users who are not members of their own household. Users should limit the number of partners that they climb with to either household members or a select few partners. Users are encouraged to stay with the same climbing partner for the whole session where possible.

Users and their partners may not climb directly next to a rope that is already in use. There must be at least one empty rope between all climbing pairs at all times.

### **Climbing Equipment and Chalk Use**

We strongly recommend patrons use their own equipment, and avoid sharing equipment or renting equipment wherever possible. Patrons should not place ropes in their mouth.

Only the use of liquid chalk will be permitted until further notice. Patrons understand that staff will intervene if they use loose chalk. Liquid chalk with alcohol content of 70% or more is recommended.

### **Clothing and Shoe Wear**

Shirts and shoes must be worn at all times at the facilities. Users should avoid sitting on the floor or touching the floor with any other part of their body besides their (shoed) feet. Climbing shoes may not be worn into the bathrooms.

### **Workout Areas and Stretching**

Weight training may not take place without staff supervision. Shared training equipment must be sanitised with disinfectant spray/wipes after each individual use. Patrons should alert staff after they have finished using shared equipment so staff may clean it.

Users are strongly encouraged to sanitise their hands after using fingerboards and hangboards, the same as in between distinct routes and belay stations as outlined in Section 1.

Users should request mats to use for stretching, workouts, etc. instead of sitting directly on the floor.