

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 instructions 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, are exhibiting symptoms of COVID-19, are waiting for the results of a COVID-19 test, 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. Patrons are encouraged to keep up-to-date with all current ACT Health advice and to check the list of contact site locations on the ACT Health website daily.

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 sanitise their hands immediately upon arriving at the provided sanitising stations. 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 at the sanitising stations provided. This also applies prior to and after the use of any belay station.

Users should not touch their face without first washing or sanitising their hands. Users must cough and sneeze into the bend of their elbow. Patrons are encouraged to bring their own water bottles.

Patron Use of PPE

During times when the ACT Government requires the use of face masks, all patrons aged 12 and older must correctly wear a face mask while in our facilities, and must follow all guidelines, sign-postage, and staff instruction for face mask usage throughout their visit.

ACT Health specifies that adequate face masks include either single-use masks or reusable cloth masks. Scarves, bandannas, and face shields are not adequate substitutes for masks. Face masks must be designed or made to be worn over the mouth and nose and should fit securely around your face to provide the wearer with protection against infection.

During times when face masks are not required, patrons may elect to wear face masks and other PPE at our facilities.

2 - Forms and Monetary Transactions

Forms

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 check in using the CBR Check-In App. If a user does not have a smartphone or the CBR Check-In App, they should notify staff so that staff can assist them with checking in. Users who refuse to fill out the online waiver will not be allowed to climb or belay at our facilities. Users who refuse to check in 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

When cash payments are allowed, 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. When bookings-only systems are not in place, we recommend that patrons call or email ahead to make sure there is space available. During times when our gyms are allowed normal capacity (100 people), calling ahead will likely not be necessary, but patrons can still do so if they like. Patrons understand that if they show up while the gym is at capacity, or without a booking when bookings are required, they will be turned away.

During times of tighter restrictions, patrons understand we may implement a no-spectator rule to keep more space available for paying climbers. A spectator is someone who is neither climbing nor belaying. As well, patrons understand there may be a surcharge for belayers-only to help us cover costs.

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, or on closed ropes. 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 mouths.

Only the use of liquid chalk or chalk balls inside chalk bags will be permitted until further notice. Loose powder chalk is not allowed. 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. Users should avoid sitting on 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 sanitise shared equipment with the materials provided after use, or 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. These mats should be returned to the front desk in the same way as hire gear so that staff can properly sanitise them after use.