



## PERSONAL ACTIONS THAT MAY MINIMISE THE SPREAD OF CORONAVIRUS

Rockburn Ltd is undertaking the following actions as a response to Coronavirus situation.

As recently discussed on various online forums and platforms, Rockburn Ltd has increased guidance and protocols on hand-washing and personal hygiene for all staff. We have provided advice to staff to deliver more rigorous cleaning of shared facilities such as cafés and toilets – including the handling of used crockery and cutlery, door handles, and other communal use equipment at the centre.

To help us in our efforts, there are some basic things that we would ask all customers using the centre to adhere to at this time:

- 1) **PERSONAL HYGIENE FOR CLIMBERS:** Thorough hand-washing before and after climbing is essential. Avoid touching your face. Avoid coughing or sneezing into hands, use your elbow if need be, bin tissues and re-wash hands.
- 2) **TRAVEL:** If you, or close family have visited one of the places that have been affected by coronavirus in the last 4 weeks, please avoid coming to Rockburn Ltd until it's clear that you are virus-free. This includes international hotspots such as Italy or any local places that have been affected (such as Bournemouth).
- 3) **THINK OF OTHERS:** We are asking all climbers (staff and customers) to be vigilant and behave in a sensible manner. Even though you may be healthy and fine if infected, we all have or know elderly or susceptible relatives and friends – participation in risk minimising strategies is so important so please play your part. Climbing is a strong community-based activity and we all need to play our part.
- 4) **FEELING UNWELL? STAY AT HOME!** Symptoms are similar to the flu and many common colds, visit the NHS 111 website for coronavirus and/or phone 111 if you are concerned. In the very unlikely event that you are diagnosed with coronavirus – and you have visited Rockburn Ltd recently – inform us immediately please.

### WHAT HAPPENS IF ROCKBURN HAS TO CLOSE?

#### 1) FREEZING MEMBERSHIP

Pass-holders can freeze their subscription by calling 01308 426375. If you are unwell, self-isolating or simply choosing not to come this is a good option for you to action in the near future.

## 2) WHAT HAPPENS TO MY SUBSCRIPTION IF ROCKBURN IS FORCED TO CLOSE?

We are doing everything that we can to preserve Rockburn's status quo as a business. We know that our climbing centre means a lot to you all as a place to hone your skills and body, a place to be with like-minded people and we appreciate your support. In the event of temporary closure, one thing we ask you to do is continue your membership. This will help us stay afloat so that we can be around when the crisis is over. If we get to that stage, all membership passes will be automatically frozen and any billing will stop. Subscriptions will be re-activated once our doors can re-open.

## WHILST WE ARE STILL OPEN, THERE ARE A FEW OPERATIONAL CHANGES TO HELP THE SITUATION

**CONTACTLESS PAYMENT:** Request for customers to pay using contactless methods rather than by cash. If you have a smart phone and have not yet added card payment to your mobile phone, simply google your phone manufacturer and follow the easy steps to allow contactless payment from your phone.

**ROCK-CAFE CLOSURE:** Due to the current recommendations, we have decided to suspend cafe hours whilst the current situation prevails. Generally this will mean the cafe will not open 12-3pm on Mondays, Tuesdays, Fridays and Saturdays, outside of standard business hours. During current climbing centre hours, the usual items will be available.

Regards,



**Will Martin**

*Director and Owner*

Rockburn Ltd