

Ty Nant Outdoors- Operating during the COVID 19- Carona Virus

Ty Nant Outdoors is following all best practice advice adhering to Guidance from Our Governing Body Canoe Wales and Welsh Government or British Canoeing and British Government if operating in England. We are cleaning and sterilising our equipment, keeping our hands clean and observing social distancing guidelines throughout sessions. The risk of transmission of infectious diseases between participants is impossible to remove with 100% certainty, as is true in daily life. We do not accept any responsibility for a participant being infected with Corona Virus / Covid-19, or any other illness, during the activities. Having said that, the best advice suggests that the virus does not last long in the outdoors so what better reason than to come and enjoy it with us.

What we are doing:

We are maintaining our standards of hygiene while running on the water activities.

- At the time of writing, we are not running activities involving sharing vehicles and have adapted sessions accordingly.
- When advice changes we will be cleaning high touch areas in our vehicles between use and minimising vehicle sharing.
- Staff are cleaning/sanitizing hands before handling equipment.
- All equipment is cleaned before use.
- Any soft equipment is quarantined for 72 hr before reissue.
- We are trying our hardest to use venues that have appropriate hand washing facilities.
- We do have a limited supply of hand gel available.
- As most of our activities are meeting on location we advise our customers to continue to follow the Government best practices suggested. Please note there are different rules in Wales to England
- We are maintaining social distancing rules. In the event of an emergency, we are allowed to get close for Rescue if absolutely necessary.
- Our current Terms and conditions continue to hold true with regards to cancellations and refunds of any Booking made with some additions stated below.

What we need you to do:

- Please wash your hands before touching our equipment entering our vehicles. Continue to keep hands clean and avoid touching your face. It is best practice to wash hand before eating.
- Maintain Social Distancing rules.
- Follow the government's guidance to avoid further infection.
- If you have to cough/sneeze while you are with us please do so into a tissue and dispose of this into a bin as soon as you can, washing hands afterwards. Alternatively, coughing/sneezing into the bent elbow if no tissue available.
- Do not attend this activity or course if you or anyone you have had contact with have had any Corona Virus / Covid-19 Symptoms in the last 14 Days.
- If you develop any Corona Virus /Covid-19 Symptoms within 14 days of the activity or course please get in touch with Ty Nant Outdoors to inform them.
- At the end of the session please help carry equipment to a suggested cleaning position for staff to clean equipment before loading.

Covid 19 - Booking Cancellations Amendments.

For Bookings made after of 1st March 2021.

Included in all bookings is a 25% deposit, this is part of full payment bookings also. This is per person and is non-refundable.

The COVID- 19 situation is complex and evolving and the following guidance is provided should you or a member of your party find you/them in the position of being unable to attend the booked event due to COVID -19.

There are regional differences with regards to Restrictions please bear in mind that many of our activities/courses take place in Wales which have different restrictions/ rules to England.

If you or a member of your group are displaying symptoms of COVID19, the current advice is to be tested as soon as possible and the following will apply based on your/their results:

1. A positive test result – if you/they test positive for COVID19 and can evidence this, your/their refund will be paid. Any required self-isolation period would need to cover the event date.
2. A negative test result – if you/they test negative for COVID19, our normal terms & conditions will apply and you/they will need to provide documentary evidence which confirms your/their inability to attend the event, in order for a refund claim to be considered.
3. Test & Trace and required self-isolation – if a participant or household member tests positive and are required to self-isolate as a result and this can be evidenced, a refund claim will be considered under the normal terms and conditions.

Unfortunately, we are unable to administer refunds where you choose not to attend because you are concerned about catching coronavirus.

We are unable to administer refunds if you cannot provide suitable documentary evidence. We will only refund the person/persons affected by covid, not the entire group.

If the booked event is cancelled by us, please contact us for confirmation regarding obtaining a refund or rescheduling activity/ course.

Government guidance

You may also wish to read the current guidance from the Welsh Government, which you can find at <https://gov.wales/coronavirus>.