

# Covid-19 Operating Procedures 2021

We are excited to announce that as a result of the relaxation of the Coronavirus regulations by the Welsh Government, Wild Lakes is now open.

Wakeboarding, ringo rides and tipi dining available from May 1st  
Aqua Park available from May 8th

To ensure the safety of all our customers and staff, we ask that you respect and comply with the procedures set out below.

## Before Arrival?

- Please book online or email us to book. All sessions must be paid for before arrival
  - No Cash payments will be taken onsite.
  - Please ensure **waivers** are completed before arrival.
- Please do not attend/or book if you or anyone in your household has symptoms of Covid-19. If you need to cancel for this reason, please contact us.

## On Arrival

- We ask that if possible you come prepared (wearing bathing suits, wetsuits) wherever possible.
  - Please arrive 30 minutes (minimum) before the start of your session.
  - On arrival, please use the hand sanitizer provided and check-in at reception.
    - Please wear face masks/coverings as per government guidelines.

## Wakeboarders

- Riders are only to be in the dock area when they are riding. Riders are not permitted to hangout in the dock area.
  - Wakeboarders must sanitise their hands again before entering the water.
- Riders must leave the water at the dock maintaining social distancing with the operator and next rider.
  - Rider must take all equipment with them.
  - The stretch tent can be used as any area for keeping equipment etc.

## Aqua Park

- Aqua Park participants are to remain in their groups.
  - Please collect wetsuits at main reception.
  - Please wait for a lifeguard to provide buoyancy aids.

- Please sanitise your hands again before entering the water.
- Participants must adhere to the one way system around the aqua park and all other rules and instructions.
- We are running the aqua park at less than half its capacity to ensure participants can continue to distance.

## Rental Equipment

- Please see 'kit hire' prices on our website page.
- Please check-in at reception and inform the staff member of the equipment you require.
  - Payment will be taken via card only, no cash is currently accepted.
- Once equipment is used, please return items to reception. Any items not returned will be charged to the booking holder.

## On-site Rules

1. Please use **hand sanitizer** provided at check-in.
2. Please ensure you **remain socially distanced (2m)** at all times.
3. Please wear **face masks/covering** in accordance with Welsh Government guidelines.
4. Do not use tables for storage of equipment/bags. Tables are for customers who are dining with us.
5. For anything activity related please head to reception.
6. For ordering food and drinks please head to the clubhouse with your table number. Collection of food is from the container inside the tipi's.
7. Tables will have a green card showing if they are clean and can be used, on leaving please turn the card to red. If the card is red, please do not sit there until a member of staff has cleaned the area.

## Toilets, Changing Rooms

- Toilets are open, you must sanitise your hands before entering the toilets/changing rooms and wipe down any surfaces touched before exiting (wipes are available).
- Please ensure you are wearing face masks whilst using changing rooms or toilets. Please ensure you continue to socially distance in these areas.