

## KIDS CLUBHOUSE COVID-19 FAQs

### **What additional measures have you put into place to avoid the spread of Covid-19?**

All staff have had training on C-19 awareness. The play centre has had a deep clean and we are investing in regular fogging which eliminates..... and lasts for 31 days. We have identified high touch areas and have increased our cleaning schedule to ensure these areas are sanitised regularly throughout the day. We have installed hand sanitisers throughout the centre and will remind customers to follow good hand hygiene routines.

We have closed the ball pits and limited the soft play shapes and cars available. each session to deep clean.

Staff and customers will agree to follow the 'Stay at Home' guidance if they have a C-19 symptom.

### **Are you limiting the amount of people you are letting in at one time?**

Yes. Our new capacity is 60 people (40% of our original capacity) at any one time. Bookings must be made via our online booking system.

### **Can I still play on the playframe with my child?**

Absolutely! You will be reminded to social distance from others but you won't have to wear a face covering due to the physical exertion. Our original play rules are in place meaning the adults are not permitted down the slides.

### **Are any areas closed off?**

The ball pits have been closed off but all other areas are open. We have had to limit the cars and soft play shapes to an amount that can be sanitised during the play session breaks.

### **Is there a one-way system in place?**

Each session has a 30-minute interval so no one should be leaving at the same time as people are arriving. We do, however have clear directional markers on our floor and social distance markers. We are also asking all over 11s to wear a mask whilst moving around the centre. We are also encouraging our customers to use the back doors from our car park to avoid congestion around Little Clippers and Ivy & Arlo.

Once in the cafe area we have positioned tables so that walkways to the toilets and servery counter are wide enough to social distance from others.

### **How do I access my session?**

Once you have made a booking you will receive a text message to remind you of your session and the guidelines for your visit. Please arrive 5 minutes before your session is due to start. Avoid arriving earlier as children will be expected to wait with parents/ carers as they queue and we want to make this as pain free as possible your you!

We are encouraging our customers to use the back doors to enter the building. You can then follow the arrows to the play centre on the first floor where you will queue down the stairs using the floor markers to ensure social distancing. We have closed our reception downstairs so you will be checked in at our first floor gate and given a table to sit at for your session.

### **Do I have to wear a face covering?**

Unless you are exempt you will be required to wear a face covering as you enter and exit the centre and as you move around the cafe area. Under 11s do not need to wear a face covering and they do not need to be worn on the play frame as this may hinder breathing during the physical exertion. Staff will be wearing visors when they are moving around the centre. If customers refuse to wear a face covering their play session will be cancelled and a

free play pass will be offered.

**Do I need to wear hand sanitiser before I enter?**

Several hand sanitiser stations have been installed and we encourage you to wash your hands regularly or sanitise. The sanitisers have been positioned at adult height to avoid head bumps or misuse. We ask that you support your children to sanitise regularly.

**Do I need to book in advance?**

Yes. You can access our online booking page through our social media pages and website. Pre booking is essential to help us manage the capacity of the centre in line with government guidance.

**Can I meet my friends for a play session?**

Current guidelines allow up to 2 households to meet indoors whilst maintaining social distancing. The majority of our tables seat 4 but we do have a limited amount of double tables to seat 6 people. These should accommodate 2 households meeting together. If you have any other specific enquiries please contact us directly to discuss your options.

**Why do adults have to pay?**

Whilst we are operating at a significantly reduced capacity our company would not be viable without charging every attendee.

**Do I have to pay to bring a baby?**

Pre-crawlers do not need to pay an entry fee. Once they are on the move they will have to pay the £1.50 Pre-walker fee.

**Can I redeem a free play pass?**

Yes! There is an option to do this on the booking system. Don't forget to hand in your pass when you sign in. Any passes dated between March 2020 to August 2020 will be honoured until the end of December 2020.

**Can Childminders bring more than one child?**

As childminders operate as a 'bubble' they are more than welcome to bring up to five children at a time.

**Are the toilets in use?**

All our toilets are in use. Regular checks are in place to ensure that supplies of hand wash and paper towels are topped up and that high touch areas are regularly sanitised. Children must be supervised at all times in our toilets.

**Are you serving food?**

Yes. Our normal menu will be available and Chloe's cakes will be available too! (We know you've missed them!)

**Can I pay in cash for food?**

Yes. However, we encourage contactless payments wherever possible. There is no minimum spend and the contactless option is now up to £45.

**Is your lift in use?**

Yes. Please only use if needed. Where possible prams should be left in our pram area downstairs. One household/ bubble in the lift at any time.

**Do children have to social distance on the play frame?**

Each square mat on the frame is 1.2m<sup>2</sup> so we will encourage 1 child in any square at any one time. We know that children may find this difficult to follow so parents may wish to accompany and support their child on the frame. We have reduced our capacity to 40% so children will have lots of space on the frame.

**Can I book a party?**

Not yet. We are waiting for clarity from the government regarding indoor gatherings. At the moment they are allowed for weddings and funerals but not birthdays. Once allowed we will be offering Exclusive parties on evenings and at weekends.

**Do you have any events planned?**

Clubs and classes and events (e.g. Halloween) are all on hold for now.

**Do you offer refunds?**

Bookings can be amended or cancelled up to 24 hours in advance of your planned session.

**Will you collect my details for Track and Trace?**

Yes. Our online booking system will do this for us.

**Will you use my details for other reasons?**

No. In line with GDPR guidelines your details will not be held and/ or used for any other reason.

**What if I'm unhappy?**

We believe that we have done everything possible to allow your child to PlaySafe@KCH. We know these are difficult times and you may feel there is something we can do better. We ask that you let us know by speaking to a manager or emailing us and allow us the opportunity to tweak our systems. Negative comments on social media without giving us an opportunity to explain/rectify could be extremely damaging in these very worrying times for a small businesses like ours.

**How can I get in touch?**

Email us on [reception@kids-clubhouse.co.uk](mailto:reception@kids-clubhouse.co.uk)