

Reduce the risk of COVID-19

COVID-19 JUNGLE WORLD GUIDELINES

Please be aware that guidance can change and restrictions may be reintroduced - ensure you have checked the latest version of guidelines for your activity.

Movement around the Centre will be controlled with one and two way systems in place where possible and we will operate a one hour booking slot.

General

- Please ensure you and your child/ren stay home if feeling unwell.
- Please use the hand sanitising stations available to sanitise your hands before and after your booking.
- Follow physical distancing guidelines.
- Follow the directional arrows and be mindful of both one-way and two-way systems.
- Face covering must be worn in communal areas of the centre. Customers do not have to wear a face covering when taking part in physical activity. There are some exemptions to this requirement, including babies and all children under 5 years of age.
- You can only come to Jungle World with your household (or extended household as defined by the Scottish Government). We will be taking up to two families for each hourly booking.

Before your visit

- All bookings must be made in advance (this will not be possible to do online so must be done over the phone to our reception team on 01856 879900).
- Upon your arrival, you will be checked in at reception by one of our Customer Service Advisors. You will then be able to make your way up the stairs leading to Jungle World. Please keep to the left of the stairs when going up and down these and allow other users to pass before proceeding.
- You are only permitted to remove your face covering when you enter the Jungle World area but must be mindful of physical distancing between other adults during this time. You must wear your mask if you wish to leave Jungle World (i.e. use toilet facilities).
- Ensure your children arrive 'ready for play' as there will be no changing or shower facilities available to the public.
- There will be no lockers available for Jungle World users, please keep your belongings with you.
- There will be a double seat for both households, these have been physically distanced to ensure guidance is followed accordingly.



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- We advise you bring a prefilled water bottle that will last the full duration of your booking (although there will be drinks available for purchase at reception).
- Arrive no more than 5 minutes before your booking is due to start, or 5 minutes after your booked time slot. This is to avoid congregation and to check all customers in safely.
- If you are unable to attend your booking please ensure you cancel this with our reception team on 01856 879900.
- Cancellations made within six hours of the booking will be charged in full.

During your visit

- Although all of our touchpoints around the Centre will be disinfected regularly before and after every hourly slot by our staff, we do advise you to disinfect door touch points before and after your activity. There will be disinfectant spray and blue roll provided on shelving inside the seating area accessible for adults only.
- Parents should remain on either side of the area unless wearing their face covering and supervising their child/ren. No spectating should take place other than a parent or carer who is supervising a child or vulnerable adult. Please ensure physical distancing is maintained.

After your visit

- After completing your booking, please vacate the Centre via the clearly sign-posted exit route as quickly as possible to allow our staff to clean the soft play area ready for the next booking.

