



The following checklist has been developed to act as an adaptable 'how to guide' to support recovery across the local Attractions and Leisure sector. It has been developed in accordance with guidance from BALPPA and Government guidance.

It is important that our attraction and entertainment centres are open and ready for children to play and families to socialise as soon as possible, especially following the weeks of lockdown. Family Entertainment Centres are safe places for families to visit, and part of normal life, but visitors may have concerns which will need addressing. BALPPA have stated that as an association they will need to consider the changing governmental advice

on these matters which will, in turn, will require their member businesses to review their own standard operating procedures (SOP's) to ensure guest and staff safety at all times.

It looks to cover three key principle areas to address as we plan for recovery:

1. **Staff and Customer Safety**
2. **Cleaning**
3. **Physical Distancing**



Staff

Task	Process	Frequency	Person Responsible	Record of Action Taken	Check
Carry out a return to work conversation, this should be carried out with all staff returning to work to ensure staff safety, cover suggested topics	<ul style="list-style-type: none"> • Survey staff to find out pre-existing conditions. Check latest NHS advice on whether conditions are relevant. • Staff with/living with someone with symptoms • Identify staff within or living with people shielding and communicate latest Government advice to them – Cannot work • Staff who has been close to someone with CV19 • Regularly review fitness to work status regularly based on above criteria • Reinforce controls outlined in your risk assessment regularly 	e.g. Once			<input type="checkbox"/>
		e.g. Weekly			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Social Distancing

Task	Process	Frequency	Person Responsible	Record of Action Taken	Check
<p>The Government announced on 23 June that social distancing legislation is being replaced by guidance</p>	<ul style="list-style-type: none"> • It is recommended, that when operators re-open that this will be on a reduced capacity to still enable social distancing whilst within facilities • Capacity will vary from centre to centre and is mainly dictated by the capacity of your play frames, H&S restrictions of your unit, fire limits, seating capacity and optimal design capacity. • Standards and Guidelines already in place for fully enclosed play equipment are BS EN 1176-10-2008 and BS 8409:2009 (the Facility) – capacity of play areas is calculated using table 1 of EN 1176-10-2008, your manufacturer should be able to provide you with this number. 				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>Social distancing will be reduced from 2m to "1m+" on 4th July.</p>	<ul style="list-style-type: none"> • This is going to take a lot of planning, managing, and auditing daily with constant review of behaviour within facilities. Below are a few thoughts on policies that could be applied. • Consider your venue a pre-bookable only experience with set time sessions. • Start with a lower manageable capacity to monitor if your new procedures are affective and constantly review this as demand comes back into the sector. 				<input type="checkbox"/> <input type="checkbox"/>
<p>Reduce to 1m+ only where 2m is not possible and providing that mitigated actions are taken to reduce risks</p>	<ul style="list-style-type: none"> • Adopt policies to encourage guests to print out tickets at home or use technology for guests to gain entry to our attractions without long wait times at reception desks. • Introduction of hygiene screens in areas such reception till areas, shops and food pick up areas where social distancing cannot be achieved. • Mark queue lines on the floor highlighting showing social distancing or physically modify to virtual queues using tech. • Mark on the floor symbols round your centre identifying 2m spacing if practical, this could be done in a way to encourage compliance but form part of a character theme in conjunction with the brand of the centre 				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

- Assess restaurant capacities and control measures to comply with social distancing, possibly removing every other table to increase social distancing for family groups.
- Removal of some furnishings in lounge areas or the spreading out of furnishings such as benches and even picnic tables if you have outside space.
- Review how guests gather in areas for items such as party rooms, reduce the volume of party guests per party or change the way you sequence them to avoid two parties at the same time.
- Review Birthday party rooms or areas and reduce overall party numbers to allow social distancing.
- Think about your staff shift patterns, split morning briefs into smaller groups, and look at issuing briefs using staff notice boards or technology to circulate information to all staff members.
- Refrain from having staff socials for the foreseeable future



Guest On Facility Communication

- Information displayed at main entrance points/reception areas about social distancing protocols in place in the facility. Signage at hygiene stations, which may include hand sanitising products or traditional soap and water facilities along with directional signage around the facility to the nearest locations.
- Signage in toilets and washroom about how to clean your hands correctly – use child friendly signage as well as messages for adults.
- Information throughout the facility about how to maintain social distancing while using the play equipment. Use of floor markings in any areas where traffic can be high to help guests respect social distancing.
- Information around the facility highlighting the increased cleaning schedules in place and this may involve some areas being closed off periodically to fully sanitise the tables and play kit. Utilise public safety announcements and digital screens to repeat practices being applied throughout the facility.
- Information requiring children to wash hands prior to attending the party room and time should be allocated for this. Regular announcements to remind guests about handwashing.
- Policy around temperature checking for guests on entry, which will require children to be checked with parents' permission.
- Children are sometimes ill during a visit and a letter could be prepared for your team to hand to parents to explain that any sickness or temperature will result in the family being asked to leave immediately. Ask parents to inform the centre if the child is diagnosed with Covid-19 following this visit.
- A copy of Merlin Entertainment's guidance document for visitors explains what measures they are taking to keep their attractions safe is [available here](#)

Staff
Communication
& Training

Staff Communications

- Ensure Staff Communication and training is reviewed, updated and refreshed with all staff at this time of reopening. The team may have been out of the business for some time and only seeing any centre updates via social media.
- Retrain your staff on your new protocols and listening to any concerns or inputs they have; they will be the front line in your operations. Staff may have a lot of questions when returning to work and may be nervous about crowds.
- Ensure that your staff are fully prepared and have all the skills, knowledge and necessary PPE they will need when operating within your facility.
- Allocate time prior to opening to reintroduce operating protocols to provide safe places of work for them to be able to return to and perform their role in providing a safe place for your customers.

Staff Competence

Staff in all departments of your businesses may have had extended time away from their job roles resulting in a loss of competence.

Still apply your policies and procedures on relaunch as you would at any other time.

If amendments are to be made to current policy and procedure, then approach this on a risk assessed basis.

Each department will have different complexity of tasks and the staff members completing the most complex of tasks should at minimum be reassessed.

- Ensure where chemicals are used in areas of staff and guest contact that these chemicals are touch safe
- Review cleaning procedures for equipment in role play and baby areas. It may be necessary to remove smaller items if they cannot be cleaned quickly and easily between guest interactions.
- Review operations of close grab toy machines, kiddie rides etc. If not closed, then hygiene stations available and continuous cleaning procedures in place
- If your facility operates character costumes, then ensure that they are cleaned before each use especially if being used by multiple staff.
- If your facility operates animal handling experiences review these in line with social distancing requirements.
- Consider use of Fogging every night in your facility as part of your routine cleaning procedures to fully sanitise every night.
- Use the most relevant person/people to complete training and assessment, it's not always the managers that know how the equipment and processes work the best, it's the people who have been completing the tasks for lengthy periods.
- Review your own training policies if needed and only change them if no other options are available
- If you do not have competent people at the initial stages of re-opening in some areas or on certain areas then do not operate them until training can be completed, the public will understand through an open and honest approach.

<input type="checkbox"/>

Water Quality/Legionella control

It is essential that when buildings reopen following the lifting of COVID 19 restrictions, that any water system is not simply put straight back into use.

During the period of shutdown, it would be sensible to formulate a recommissioning plan for each water system to allow safe start-up and assurance to users that it is safe.

Where buildings have been empty for some time and during warm weather, it is likely that some increase in bacteria levels and biofilm will occur.

- Check all your attractions DOC's are still valid and in date before opening
- If DOC's have expired than work with your independent inspection body to put a plan together to have the attraction inspected and DOC issued
- There may be a rush for independent inspection so start your planning early
- DO NOT operate an attraction that does not have a valid DOC

- Consider individual water systems
- Complete testing over a period of time before putting back into use
- Source third party advice and testing if the skill set is not within the business
- Keep records of your testing and results

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