



COVID-19 Protocols: white water kayak and freestyle coaching

Version: 5th October 2020

COVID-19 has necessitated changes in the way we do almost everything. This document outlines the changes and measures we are taking to deliver safe sessions during this outbreak. These procedures will be kept under constant review as government or NGB guidance changes and as we find new and better ways to adapt to the challenges presented by the virus. In order to protect students, coaches, other river users and the general public effectively; we request that all paddlers booking onto our courses read these procedures to understand what to expect and ensure you are happy with everything we are doing. If you have any concerns or suggestions on how to improve what we are doing, please get in touch on info@flowfree.co.uk.

Courses Offered

Group-size and make-up will be limited by the guidelines of the government ruling the location of the course; and of course our usual safety and quality ratios. We generally work in low ratios due to the quality of our product, so we may operate at lower ratios than the maximum allowed by COVID guidelines.

Bookings and Payments

All bookings are made online; through www.flowfree.co.uk, email or social media messaging. Confirmed bookings require a booking form to be completed prior to the course (www.flowfree.co.uk/info/booking-info/), an invoice will be sent by email and payments will be made by bank transfer or PayPal.

If you are more vulnerable to COVID, please discuss this with us prior to booking so that we can be sure that we are able to deliver a suitable session for you.

If you develop any COVID symptoms prior to the course, please contact us to rearrange your booking or get a full refund. For the health and safety of our coaches and other students, please don't come if you are in any doubt about whether you may have COVID!

Meeting & Briefings

Wherever possible, we will meet at the venue to be used that day. Introductions, briefings and profiling chats will be done outside, so please bring clothing ready



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to stand outside for a while.

Facilities

Please ensure you have signed in and paid for any managed sites we will be using in advance (e.g. HPP, Tryweryn or Mile End Mill). Read and follow any rules or guidance they have in place. We will not be exempt from any rules just because we are a commercial operator.

Even in the managed sites, changing rooms are unlikely to be available so it is likely that we will need to change in car park. We want to remain in the good books of the communities in which we paddle, so please change respectfully.

Toilets will be available in some venues. Please follow any signage and make use of the cleaning facilities (or failing that, our hand sanitiser).

General on-water guidelines

Social distancing will need to take place at all times, unless a white water or first aid risk dictates otherwise. Your coach will choose venues, tasks and challenges that should have a low likelihood of the need for this to happen while still delivering the high level of learning opportunity and enjoyment we see as fundamental to our courses. Your coach will discuss rescue scenarios at the start of the day to ensure everyone understands what to expect should a rescue be required.

Social distancing should be observed with other river users and the general public, and as such we may need to be flexible about which features or sections we use when. This isn't too different to any busy time on the river really and our experienced coaches are experts at adapting plans to maximise outcomes for everyone.

Hygiene

We will have hand sanitiser available, even on the river. It can be used at any time by coaches or participants.

Equipment

Unless any prior arrangements are made, it will be expected that paddlers will come to our courses with all their own equipment. If you would like to borrow any



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kit such as demo boats, please let us know. We will be following the CW guidelines on equipment cleaning for any kit borrowed or demoed.

Shuttles / transport

Wherever possible, we will avoid sharing vehicles by choosing sections that don't need a shuttle or using a bike or similar. If a shuttle is necessary, we will follow the government guidance to reduce the COVID transmission risk during the short journey by sitting as far apart as is possible, opening the windows and wiping any surfaces that have been touched.

Video feedback

Where video is being used to aid feedback, the device will be given to the student to watch back so that the coach and student are not huddled together during replay. Wipes and/or hand sanitiser should be used to mitigate surface transfer on the device.