

# COVID-19 CUSTOMER ARRIVAL DOCUMENT



## WHAT TO EXPECT ON ARRIVAL

### HAND SANITISING

- All customers and site visitors will be asked to use hand sanitiser at check-in and also on entering the aqua park
- Hand sanitiser stations have been installed, are clearly signposted and are located in key areas

### TIME SLOTS

- Each time slot will have a set capacity so please check your booking and arrive 45min before your slot

### QUEUING

- To control the maximum numbers checking in at any one time, we will have a clearly marked queuing system. Please adhere to the system and we will get you onto Aqua Park as soon as possible.
- If you have all your online paperwork complete, during busy hours we will have a staff member manning a fast track check-in outside to further speed up the process

### OTHER PEOPLE ONSITE

- Please note there may be several small groups on site and we ask that you ensure you or your group do not inter-mix so that social distancing measures can be responsibly adhered to.

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## SHOP

- West Lake Coffee on site serving speciality coffee, delicious ice cream and other shop items.

## CHANGING ROOMS

- Additional outdoor changing rooms are now available onsite
- Specific family changing rooms are also available

## LOCKERS

- We have installed an outdoor locker system. Lockers available.

## PPE

- People are welcome to bring and wear their own PPE and we expect some to do so
- Our staff have been trained and will carry appropriate PPE with them. However, the PPE is primarily for specific incidents that may arise
- First Aid situations
- Standard rescues
- Cleaning staff during disinfectant deep cleaning
- In general, you will not regularly encounter our staff in PPE as we have put a large amount of effort into increasing our social distancing and operating procedures to allow us to work safely for the protection of you, the customer, and also our staff team
- Government guidelines will be continuously monitored and our staff Covid-19 training is updated weekly

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## PLEASE DO NOT VISIT US:

- If you are feeling unwell
- if you currently have Covid-19 or are displaying symptoms of Covid-19 in the last 14 days
- if you have been advised to cocoon at this time
- if you have been advised to self-isolate at this time
- if you have travelled abroad in the last 14 days (except Northern Ireland)
- By signing the waiver and completing your booking you confirm that you understand not to visit us under these circumstances and that you will adhere to all Covid 19 instructions on site
- Every staff member has their health monitored
- We have a dedicated plan and team in place for any person(s) that feel unwell while onsite
- if you are pregnant
- if you are unable to swim

## THE SITE IN GENERAL

- Please take note of all signage and staff instructions to help with our efforts to minimise the spread of the virus and to keep the outdoor industry open
- In general, all walkways on site will operate with the "rules of the road for walkers", this means that you should always walk to the right-hand side of other groups that are coming against you
- Briefing areas are outside



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## WHAT TO BRING - (COVID 19 SPECIFIC)

- \*If you are feeling unwell or are showing signs and symptoms of Covid-19 we ask that you do not attend and contact our bookings team\*
- We ask that you plan your trip and leave early as this will reduce stress as well as queuing on check-in and allow us to stick to designated time slots.
- We have basic changing facilities on site, but you should treat your time with us like a trip to the beach.
- Pack your towels, swimwear & flip flops and leave your valuables at home. If you would like to bring your own wetsuit, go ahead or we can provide you with one free of charge.
- Waiver links would have been sent to you and can be filled in online. We do not require a hard copy for entry.
- Sanitisation stations are now located in all key areas around the site, however, please feel free to bring your own hand sanitiser.
- Prepay online or please bring a contactless payment card or phone. Contactless payments have been increased to €50 to make this even more convenient.
- Our everyday, general what to bring document can be found on [www.westcoastaquapark.ie](http://www.westcoastaquapark.ie)
- The biggest thing we can ask you to bring is your sense of personal responsibility. Not touching your face and washing your hands regularly while adhering to social distancing guidelines are the key tools we have in containing the spread of the virus while onsite.

## PARKING

- There is parking on site, but please give yourselves plenty of time to ensure you get parking.
- We ask customers to leave the site as quickly as possible once you have changed after your session. This is to ensure minimal people onsite at any one time.

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## WHERE WE ARE

- Our Aqua park is located at the Ballycuggaran, Beach, Twomilegate, Co. Clare. Search West Lake Aqua Park on Google Maps.

## ADULT SUPERVISION FOR KIDS

- If you are bringing kids with you, please bear in mind:
- 6-9 year olds have to be accompanied on the Aqua park by a parent/guardian.
- One adult can bring up to 3 children in this age range.
- 10-15 year olds can use the park on their own, but need to have a parent/guardian on site for the duration of their session.

# LET THE FUN BEGIN!

BOOK NOW  
ONLINE

[WWW.WESTLAKEAQUAPARK.IE](http://WWW.WESTLAKEAQUAPARK.IE)

KILLALOE, Co. CLARE