**Covid-19 Update**

We would like to reassure you that at Symonds Yat Canoe Hire Ltd we are very mindful and aware of the effects of Covid-19. Safety of our customers, staff and the wider community has always been our top priority and in these uncertain times we really appreciate your understanding, patience and compliance with the new safety measures we have in place.

This year we will be offering a restricted service and will only be taking bookings booked in advance (NO WALK INS PLEASE.)

**Things we have had to change.**

**Mini bus shuttle service-** Due to social distancing measures, your safety and our staff's safety, we will currently only be able to transport a **‘Maximum of 8 Passengers’** in our mini bus, and face masks must be worn. This means for our trips we will meet you all at the start point of your trip, where we will issue equipment and give a safety brief and at the end of the trip 1 driver will be taken back to the start point to collect their car. Masks **MUST** be worn at all times in our mini bus if possible, please bring a mask with you, we will have disposable masks available to purchase if you forget.

**Novice Canoeists-** To minimise close contact rescue, which would put yourselves and our staff at risk and being unable to adhere to social distancing requirements, we now require one person in EACH CANOE to have had previous canoeing experience.

**Kayaks-** Unfortunately we have decided not to hire single seat kayaks this year. We will be hiring single sit on top kayaks but only to people who have had a reasonable amount of previous kayaking experience.

**Groups** - This year we will have a maximum group size of 20 people.

**Appointments-** Bookings will need to be made in advance this year so we will not be able to accommodate people just turning up

**Toilets-** Please note that our onsite toilets are CLOSED

**Weight limits.** In our 2 man canoes there is an individual weight limit of 17 stone (108 kgs) and in the 3 and 4 man canoes an overall limit of 35 stone (222 kgs) Our 4 man canoes are only suitable for 2 average sized adults and 2 children under 10. On our single sit on top kayak the weight limit is 16 stone (102 kg)

**What we can offer**

**Canoeing on site at Symonds Yat**- This can be 1- or 2-hour hire canoeing from and back to our base.

**Half day trip Kerne Bridge to Symonds Yat** - We will have a limited number of spaces for this trip and we will be asking you to meet us at the at Kerne Bridge launch site. Pay and display parking

**Full day Ross on Wye to Symonds Yat** - We will have a limited number of spaces for this trip, meeting at 9 am and 10 am and will be asking you to meet us the riverside (opposite the bandstand in Ross on Wye) Pay and display parking by the skate park

**Measures in Place**

Hand sanitizers available throughout our site

Mini bus handrails and seatbelts to be cleaned after each use

Paddles, buoyancy aids, helmets and boats to be cleaned after each use

Regular cleaning of all our public areas

Maintaining a 2-meter distance where possible

**Things you can do to help us.**

Book in advance, sorry we will not be able to accommodate last-minute walk-in customers this year

Pay for your hire prior to the day

Please download and bring with you a signed copy of our Acknowledgement of Risk Form (we will require a contact telephone number for EVERY person canoeing)

Please bring a mask to wear if you are going to be the person from your party travelling in our minibus (compulsory)

Please respect our 2-meter distancing where possible

Please re arrange your trip if you are feeling unwell and have ANY Covid -19 symptoms