

COVID-19 RAW Adventures/Climb Snowdon Client Update – 19 June 2020

MONDAY 6 JULY 2020 - day walks to resume for individuals and families

(other bookings to be reviewed by Friday 31 July 2020)

A warm 'Helo' from Eryri*Snowdonia. The aim of our Covid-19 Client Updates is to provide clarity and transparency in our decision making as a small business. We are listening intently to UK and Welsh Government advice, business sector advice whilst also keeping engaged with the tourism sector in Wales and relevant associations and organisations that are pivotal in providing industry advice and guidance. These include Visit Wales, Business Wales, Snowdonia National Park, Gwynedd Council, Mountain Training, The British Mountaineering Council, National Trust, Natural Resources Wales, UK Active, British and Welsh Athletics to name a few.

Today, Friday 19 June 2020, has seen Welsh Government give a FUTURE date for when 'stay local' travel restrictions will be lifted, as long as cases of coronavirus continue to decline in Wales. The lifting of travel restrictions enables RAW Adventures/Climb Snowdon to resume certain mountain activities with small numbers of people who can travel to Snowdonia within a day – either 1:1 or with people from the same household or family. We can resume these limited activities from Monday 6 July 2020.

As at Friday 19 June 2020, there has not been a date announced for when overnight accommodation will be open again, although this is due to be reviewed by Welsh Government by 9 July 2020. Hence, our activities will be suitable to those who can journey 'there and back' comfortably within the day (think 'day-trip' only).

To all our standard Open Climb Snowdon clients, corporate teams, Mountain Training candidates and many other school and bespoke groups that were booked on events between mid-March and 31 July 2020, we have issued you/will issue you with a virtual Credit Note against any postponed event and will be in touch offering alternative dates, later in 2020 or 2021. Credit Notes will be redeemable against alternative dates through to **31 December 2021** and will need to be redeemed and agreed by **31 December 2020**.

We will continue to monitor UK and Welsh Government advice and will review our onward operations by 31 July 2020 and communicate any changes to you, so you know where you stand with any event bookings you have not already transferred to another date. This decision relies on more information about appropriate group sizes, social distancing guidelines and accommodation practicalities in the local area. We will manage communications through info@raw-adventures.co.uk and will be in touch in due course. Your custom, and our responsibility to you, is vitally important to us. Thank you to so many who have already agreed to move bookings forward to a more conducive date for all.

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OUR PLAN GOING FORWARD – to run limited activities in an appropriate way

- Tolerance, understanding and patience is paramount – from all involved
- We will focus on offering appropriate mountain and other walks to individuals, groups of 2 or families/people from the same household (currently up to 5 x people, or as guidelines allow us going forward)
- The routes we select will be based on gained or previous knowledge about the individual/group and where is suitable and appropriate to walk (based on current access, experience, weather and group aspirations)
- As before, our planning will take into consideration the well-being and safety of group and Mountain Leader at all times. We will also take into account our impact on the local community and environment. We want to **#BeSafe #TreadLightly #BeKind** and reinforce the positive connection between people and place
- Our planning and actions will remain within UK and Welsh Government guidelines and law, concerning travel and localities/communities, social distancing and hygiene. We will always prioritise safety
- We have reviewed our Risk Assessments and Standard Operating Procedures to reflect social distancing requirements and will do everything reasonably expected of us to increase your levels of comfort and safety while you're out with us
- Via a recent RAW Adventures online survey, we have gained useful insight into the levels of confidence that our previous and future clients have with regards to walking in Snowdonia and beyond. This has helped inform elements of our planning – thank you
- We have amended our current Kit List requirements to ensure you are aware of additional/PPE personal kit items that are required and/or recommended. We need to know you are as prepared and as informed as possible, too. Our Kit List will now require you to carry a face covering/mask, protective (nitrile) gloves, personal hand sanitiser on top of the required Personal First Aid Kit and other items. Our Mountain Leaders will do the same. Kit Lists are shared via our online booking system.
- We will not share kit or equipment within the group
- We will always agree an outside meeting space and travel appropriately to maintain social distancing advice. We will respect local parking by-laws and restrictions and transport issues will inform our planning
- When making a booking with us (and prior to meeting on the day) we will ask certain Covid-19 related health questions to gain an insight into your health and well-being and make decisions accordingly. We will be open and honest about our Mountain Leader's health, too, in this context. We will also expect clients and Mountain Leaders to report back to us if any Covid-19 related symptoms arise within 14 days of contact

- We will continue to monitor and learn from industry advice and guidance as it is reviewed and published, including recommendations from the British Mountaineering Council, Mountain Training, Sports Wales amongst others

On a personal note, RAW/Climb Snowdon are committed to operating with the highest degree of personal and social responsibility we can reasonably be expected to uphold at this challenging time. We, too, have had our worried and dark days – but we remain healthy and well and have been hugely buoyed by the kind words and support received from many clients and friends of RAW Adventures, and an amazing set of freelance staff.

Diolch yn fawr iawn/Thank you; it really does mean a lot to us both.

Look after yourself and others – all the best

Ross and Kate Worthington

Directors - RAW Adventures

