

COVID-19 RAW Adventures Client Update - 23 March 2020

Events postponed until after 31 May 2020

As promised, we have been keeping abreast of the latest government advice in relation to the COVID-19 outbreak. As of 23 March 2020, current strong advice is to take heed of guidelines set out for social distancing and to avoid unnecessary travel. We are taking this advice very seriously and have chosen to postpone all events that would have run from today through to 31 May 2020. For the month of April, this would be another 35 planned activity days with numerous client groups and freelance staff to consider, including an overseas trip and working with schools and young people from various UK locations. As you can see, the implications of running these events, at this particular time, would be detrimental to people's ability to follow these government guidelines.

Current advice from Welsh Government department, Visit Wales, for example is '*Visit Wales. Later.*' We uphold this concept, too: we want to see you come back to Wales at an appropriate time and we want to deliver what you have booked and paid deposits and balances for. This is imperative for the continuation of supporting the tourism sector in Wales (now massively affected) and, ultimately, this will support the operations of our business and capacity to employ local people in the future. As you can imagine, a high number of cancellations and resulting refunds would be detrimental to our future as a business – this is a critical time for our operations. We know we are not alone in this concern within the outdoor activity and tourism sector.

To all our 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 May 2020: by the end of March we will be issuing you with a virtual Credit Note against any postponed event and will be in touch offering alternative dates. These Credit Notes will be redeemable against alternative dates through to 30 June 2021 and will need to be redeemed and agreed by 31 December 2020.

UK events from 1 June 2020 are currently scheduled to run as planned, but we will continue to monitor government advice and the impact this will have on our event operations. We will manage communications through info@raw-adventures.co.uk, please do not call 01286 870 870 as we won't be able to always answer this phone line due to remote working.

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. We have been buoyed by the kind words and support already received from many clients and friends of RAW Adventures, and an amazing set of freelance staff.



info@raw-adventures.co.uk

RAW-adventures.co.uk

#QuitTalkingStartDoing

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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



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