



# CITY SKYDIVE

**COVID-19 REOPENING PROTOCOL**



## General

The purpose the measures outlined in this document, is be able to open our doors again under strict and responsible conditions to offer Indoor Skydiving to our guests.

By working on the basis of limited and known reservations, we can ensure the safety of our visitors and employees and properly regulate the visitor flow. We communicate clearly with our guests to ensure that everyone knows what is and what isn't allowed. In the building we provide clarity where necessary with (ground) markings and we provide supervision.

We are convinced that with the interpretation of the criteria presented below, we are a safe environment. As a result, our visitors will be able to safely practice their beloved activity.

What we will discuss in this document;

- 1: Safety and hygiene for our guests**
- 2: Safety and hygiene for our employees**
- 3. Safety and hygiene in the building.**
- 4: Controlling the visitor flow**
- 5: Social distancing in the building**

The current RIVM guidelines are always guiding with regard to our business operations and it can and will be adjusted if the situation requires it. We ask both our visitors and our staff to use common sense.



## 1: Safety and hygiene for our guests

Access to City Skydive is only granted after an online or telephone reservation with us via the Front office. In the reservation process, the guest is asked a number of questions regarding the party;

- 1: Do you have any Corona symptoms now
- 2: Have you had any Corona symptoms in the past
- 3: Have you been in contact with someone who has corona symptoms.

We prohibit anyone accessing the building if they answer yes to the questions above. We offer free replanning of flights, so there is no reason not to tell the truth. We will advise guests to only make reservations per household. Considering the size we can handle a maximum of three households per flight block.

Everywhere in our building we take into account the 1.5 meter rule and special zones are created while people wait before they are collected by the instructor. This way we can properly regulate groups and ensure that there are no traffic jams anywhere in the building.

All the material used is cleaned thoroughly, the goggles are additionally disinfected before dispensing with alcohol and regular cleaning.

The flightsuits are disinfected by steam, and the visitors receive new disposable hairnets and earplugs





## 2: Safety and hygiene for employees.

### **General:**

Our staff receive strict instructions on how to treat our guests. Following these rules will ensure there is no unnecessary contact between staff and guest. At all times the 1.5 meters rule will be applied, the only exception is when an instructor guides the people into the wind tunnel.

### **In the wind tunnel:**

Guiding people into the tunnel never happens with skin-to-skin contact. The instructor wears protective gloves. The instructor also wears a full-face helmet.



### **Payments**

Payments must be made in advance with ideal or by bank transfer. Pin is also allowed, the pin devices are cleaned after every use.

### **Personnel enforcement**

Posters and / or signs in the building, and markings on floors and walls alert people to the rules and guidelines. Personnel can also refer to them. Shift leaders and management are available at all times to accommodate both visitors and staff if they have any question regarding the rules. Guests will be denied access to the establishment if any of the rules are not followed.



## 3. Safety and hygiene in the building.

### General

City Skydive always attaches great importance to hygiene, in the current time of the corona virus the frequency for the periodic cleaning is adjusted and extra cleaning rounds are made along door handles, benches of the antechamber (waiting room flying room) and all hand railings. At the entrance and at the waiver stations (check-in stations) there are disinfection points (one standing table with dispenser and a poster with an explanation).

### Communication

Visitors are informed about the measures and guidelines via websites and social media. In the building, visitors are alerted by posters and stickers.

### Behind the scenes

After each staff change, the touched surfaces are cleaned as shown:

- Touchscreen flight list
- Touchscreen tunnel control
- Rotary knob for the wind speed
- Door handles to briefing room / crew room / etc.

### Antechamber

The antechamber is the closed space where people wait to enter the tunnel. As we have a good overview of which groups belong together, we can ensure that there are only guests of the same household seated close together in this room.

### Wind tunnel

The wind tunnel is able to draw in fresh air and blow away "old air".

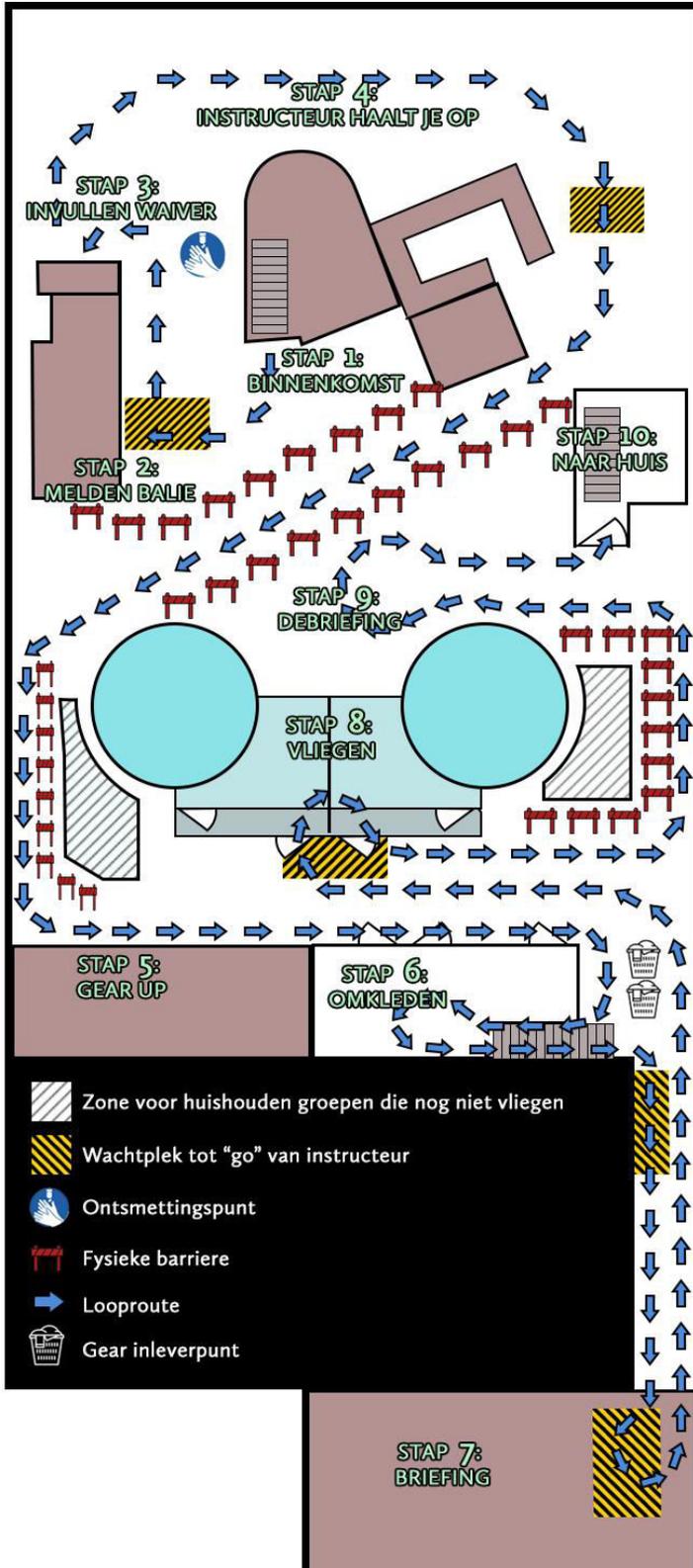


The red areas are the highest segment of the tunnel and suck in fresh air from 35m high.

← Flying area.



## 4. Beheersen van de bezoekersstroom.



### STEP 1: Entry:

The guest is led to the front office.

### STEP 2: Front office

The guest reports to the front office. They wait at the front office waiting point until a waiver stations become free.

### STEP 3: Fill in the waiver:

Guests who have not filled in the waiver from home can do it now. There is also a disinfection point here.

### STEP 4: The instructor picks up the group:

The guest will wait at the waiting point, the instructor determines when they can be safely collected.

### STEP 5: Gear up

The guest receives their clean flight gear. There is also here a waiting point, the instructor decides when it's safe for the the guest to proceed to the dressing rooms.

### STEP 6: Change

The guest can change, 1.5 meters rule will be adhered to.

### STEP 7: Briefing

Guests will wait at another waiting point before being taken by the the instructor to the briefing room.

### STEP 8: Flying

The instructor takes the guests into the tunnel. The group is divided into subgroups that make up a household and can therefore fly together.

### STEP 9: Debriefing

The instructor conducts a debriefing with his group

### STEP 10: Home

Guests can use the emergency stairwell to the exit the building

### Additional:

If there are too many households in 1 flight block, the instructors will choose to send half of the people to the gearup and the other half to the briefing room. This way you split the group again in two.



## 5. Social distancing in the building.

We apply floor markings in the following places.

- Front office
- Waiver stations
- Waiting areas
- Antechambers
- Changing rooms

In the briefing room (cinema), the instructors will regulate that there is at least two seat spaces between households.

## Conclusion

This protocol allows us to welcome guests without increasing the risk of transmitting the virus. We continuously ensure that people keep a safe distance from each other. The places where walking lines cross are designated waiting areas for the instructor to determine whether it is safe to proceed to the next area.

The things in the building are cleaned extra often and there are several places where disinfection stations are present. The instructor wears a full-face helmet and gloves leaving no skin on skin contact.

Also, in terms of contamination risk, we are not at all comparable to a sports accommodation, there is minimal sweating by the guests, and the air in which they are flying is being refreshed from a height of 35 meters.