

## **WHAT WE ARE DOING TO KEEP EVERYONE SAFE**

### **GUEST INFORMATION**

In line with current government guidance, MSV driving experiences will resume from mid April onwards.

An activity at one of our venues will feel a little different to pre-COVID times, but the changes we've introduced are intended to be both practical and convenient for participants, whilst providing reassurance that we're doing everything we can to keep them safe. These operational measures may evolve with changes to government guidance – if there are changes before your experience we will send you an updated information document.

The key points to note are as follows:

- Helmets will be cleaned and disinfected prior to every driving session
- You cannot visit one of our venues in a group of more than six people, unless you all live together, or are in the same support bubble
- Each guest will be provided with a new disposable balaclava
- All closed top cars will be fitted with a clear screen separating the instructor and guest
- Balaclavas, a helmet and gloves will be worn by the instructor and the guest at all times when inside vehicles (except Land Rovers, where guests and instructors will wear a face covering and gloves)
- Sanitising stations will be available
- Common touch-points on cars will be thoroughly wiped down before every guest swap-over

The following summary explains the new hygiene and safety measures we are introducing. Many of these measures will be familiar and have already become the 'new normal'.

#### **BEFORE ARRIVAL**

- Participants must not attend if they are displaying any symptoms associated with COVID-19 or are required to self-isolate. If this applies please contact us in advance at [activities@msv.com](mailto:activities@msv.com) or by calling 0343 453 9000
- It is advisable for participants and any accompanying family and friends to bring their own face coverings to the venue - these will be required in any enclosed indoor setting unless you are medically exempt
- Where possible, arrival times may be staggered to aid social distancing measures

#### **ON ARRIVAL**

- Signage will be in place for vehicle parking arrangements
- Please note we are obliged to record contact details of all visitors for NHS Test and Trace
- Members of staff at the venue entrance and reception areas may be wearing appropriate PPE, considering whether there is another physical barrier (e.g. a screen) between them and guests
- Participants will be asked to use hand sanitiser upon entering any building
- At registration, printed indemnities will be available with pens sanitised after each use

### **MAINTAINING SOCIAL DISTANCING AND GUEST SAFETY**

- Any queuing areas will have floor markers and appropriate signage to reinforce social distancing
- A 'no handshake' policy will be in operation between staff and guests
- Activity areas will be equipped with hand washing facilities, with hand sanitiser readily available
- Circuit management retain the right to remove and exclude any individuals from the venue if their actions are viewed to breach any health and safety protocols (COVID-19 related or otherwise)

### **RESTAURANTS AND FOOD SERVERIES**

- Our restaurants will be offering a takeaway service with both a grab and go and a hot food menu. A number of additional safety measures in place at the serveries
- Outdoor (only) seating will be available
- You will be expected to wear a face covering when you enter any shops at our venues, or when you purchase takeaway food and drink from one of our enclosed restaurants

### **TOILETS**

- We will be deploying enhanced cleaning measures and disinfecting high-frequency touch points such as flush handles

### **HYGIENE AND CLEANING**

- Enhanced cleaning measures will be introduced to disinfect high-frequency touch points across the activity areas
- Guests will notice Health and Safety signs in all key locations reminding them to wash hands and use sanitiser regularly
- Helmets will be disinfected after each use
- Each guest will be provided with a new balaclava that can either be kept or disposed of at the end of the event

### **ADDITIONAL POINTS**

- The BMW M4s/M2s, Toyota GT86 Rally cars, YoungDrive! MINIs and Land Rovers will all be fitted with a clear perspex screen to separate the instructor and participants
- Balaclavas, a full face helmet and gloves will be worn by the instructor and the guest at all times when inside vehicles (except Land Rovers and YoungDrive! MINIs, where guests and instructors will wear a face covering and gloves)
- Instructors will thoroughly wipe down touch-points in vehicles in-between guests
- YoungDrive instruction will be 1:1 (previously there were three pupils per vehicle)
- Spectating friends and family (only) are welcome to accompany participants
- Staff will be following additional procedures to keep guests safe and stay safe themselves