



FAQs

Hopefully these will give you material with which to answer questions from your customers. Please email scott@abcwalls.co.uk with any questions you hear of that we haven't answered and we'll add them to the list.

Latest update 21/10/20

What are we still able to do under tier 2 and 3 restrictions?

1. Can organised instructed sessions still take place for under 18's - Yes this can still happen at a ratio of 1-6.
2. Can instructed adult group sessions still take place - Groups sessions can still happen if the groups are from the same household or support bubble.
3. Can 1-1 coaching sessions still happen - Yes, this can be done for with any age group.

Will your wall be closed if placed in tier 3?

The Government have confirmed they will not shut gyms whilst in tier 3 this decision will be made by the local authority.

Belaying in tier 2 and 3, what are the rules?

Unfortunately, in tier 2 and tier 3 belaying can only take place if the partner is from the same household/support bubble as the climber. We are currently working with Sport England and DCMS to try and understand the rationale behind this decision whilst offering guidance on how this can be undertaken safely

What about the cleaning of holds – surely that's a massive transmission risk?

It would be completely impossible to clean the holds between climbers using them. Public Health consider them to be part of the infrastructure of our facility, rather like a trampoline is in a trampoline centre, the bars on a ropes course or the equipment in a children's park. We will strongly encourage hand hygiene and facilitate this with sanitizing stations which means that

individuals can take responsibility for keeping safe.

The Government guidelines say that air flow should be 20L per person per minute. How will you achieve this, particularly if you don't have fans?

Firstly, 20L per person per minute is a very low rate of flow. Walls will be opening windows and doors and, where they have ventilation systems they will be running them fully. By reducing our capacity we should achieve this level of air flow relatively easily. If in any doubt, they will have installed CO2 monitors which will indicate whether the ventilation is adequate.

What about the hire shoes?

Firstly, there's no evidence that the virus transmits through sweat. Walls will continue to spray their shoes and will now be spraying the outsides as well as the insides of them to reduce the likelihood of smear infection.

What will happen if there is an infected customer in the centre?

If a customer has become infected and makes contact with the public health authorities, it will be up to them how they deal with us. We are required to be able to provide a list of customers and times they have been in the centre with their contact details so that public health can deal with any outbreaks quickly. As we have member databases, we will be able to comply with this easily.

Liquid chalk – I've heard that it will kill the virus?

Whilst in theory that is the case if the alcohol is sufficiently concentrated, there is no hard proof of it and there are some problems with it. For example, alcohol has to be in contact with the virus for a certain period of time and some liquid chalk may evaporate too quickly. We believe that it might be a worthwhile back up but not something customers should rely on. Hand hygiene and social distance are the things you need to pay real attention to.

How are walls working in other countries?

Across Europe, walls have largely been open for a while now (there are some exceptions). They are operating under similar constraints to those that we are. To date, we are not aware of any outbreaks that have been traced back to individual walls, nor of any walls being closed down. This is positive for the measures that we're recommending.

How will you be able to maintain social distance rules?

Each climbing wall will have its own capacity limits based on their size, it will be important to understand this before visiting as some walls might have a booking system with set time slots or a capacity limit. Signs will also be placed around each climbing wall reminding users to keep their social distance, climbers should be enforcing this.