



## FAQs

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

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### 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.

## Face coverings, should they be worn whilst climbing?

The government has advised face coverings should be worn in enclosed spaces, an enclosed space has not been determined by the government and each wall will have its own risk assessment completed for the use of face coverings. Face coverings are likely to impact climbing negatively, but you should consider wearing one when you are not climbing.