

Customer Information: COVID-19

18th March 2020



Dear Parkcycle Customer,

Introduction

The COVID-19 outbreak is having an impact on everyone and every business. This note aims to set out information that relates directly to the Parkcycle operation, customer safety and our current policies in relation to the outbreak

Parkcycle Opening Times

We are planning to continue to operate normal hours. However our ability to do this will be reviewed as we go along and may change if staff availability is affected or if the Royal Parks or UK Government implements new measures that would prevent us from continuing to trade.

As always it is advisable to check twitter before you come for the latest opening times - <https://twitter.com/richmondcycle>

Access and Facilities in Richmond Park

The Royal Parks have no current plans to close Richmond Park. This could of course change should the UK government decide to impose wider people movement restrictions or an enforced lockdown on all people movement.

Cafés and some catering kiosks remain open but people are being asked to follow Government advice with regard to social distancing when collecting food and drinks. Visitor centres and playgrounds may be closed.

Richmond Park management have opened up all “pay to enter” toilets in the park to enable people to have free access to wash their hands.

Full details on the Coronavirus and the Royal Parks can be found here:-

<https://www.royalparks.org.uk/home/coronavirus-updates>

Richmond Park Events

All small events booked to take place in a Royal Park between now and 30th April will be cancelled.

The May 31st running event in Richmond Park is also cancelled; so the park is now open on that day, subject to the situation more generally at that time.

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Parkcycle Special Operational Measures

We are implementing some additional measures to provide the best and safest environment for our customers. We also will need our customers to co-operate to ensure that the bike activities in the park are as safe as they can be.

WHAT WE ARE DOING:-

- All our staff will be following the government guidance on “Handwashing and respiratory hygiene” at all times
- Staff will try and keep a safe distance (1.5m – 2m) from customers and avoid personal contact
- We will wipe down/wash handle bars and seats on all bikes and equipment before hiring with soapy water and/or a suitable cleaning product (subject to availability).
- We will wipe the service counter regularly with soapy water/cleaning product.
- We will clean all the helmets and equipment between uses although for adults we perfectly understand should you not want to use a free hire helmet.

WHAT YOU CAN DO

- Follow the government guidance on personal hygiene
- Bring your own sanitisers and wipes
- Wipe and clean your own hire equipment as an added level of safety
- Bring your own cycle helmets (helmets are hard to clean and it is better to have your own if at all possible)
- For certain equipment there are rules that set out the need for children to wear helmets at all times. As above we recommend that you bring your own helmets for the children. If you do not have your own and do not want to use our free issue helmets that can be your choice as we will not enforce this rule on the understanding that you are accepting responsibility for the safety of your child.
- When stopping to break your cycle or ending your hire, wash your hands (preferable) or use sanitiser
- When riding avoid touching your eyes, nose, and mouth with unwashed hands
- Keep the recommended distance from staff and public as set out under the governments social distancing guidance
- If you need to cough or sneeze when riding, stop and cover your cough or sneeze with a tissue as there may be someone cycling behind you who could inadvertently catch “droplets” if you do not!

Up to date NHS and Government advice can be found here:-

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

A key part of this advice is in relation to “**Handwashing and respiratory hygiene**” as follows:-

There are general principles you can follow to help prevent the spread of respiratory viruses, including:

- washing your hands more often - with soap and water for at least 20 seconds or use a hand sanitiser when you get home or into work, when you blow your nose, sneeze or cough, eat or handle food
- avoid touching your eyes, nose, and mouth with unwashed hands
- avoid close contact with people who have symptoms
- cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands
- clean and disinfect frequently touched objects and surfaces in the home

Customer Information Q&A's

We will need to respond to queries from customers specifically around the COVID-19 virus.

Here are some questions and answers:-

1. *Is it safe to come and cycle in the park?*

The government has made specific recommendations on social distancing and it is still an individual choice as to what activities people undertake.

Richmond Park is a large outdoor space and cycling in the park should pose no specific added danger than walking outside generally.

This said you should follow government advice on all aspects of COVID-19

2. *I have made and paid for an advance booking but due to the COVID outbreak I need to cancel – can I get me money back?*

Yes we will refund you.

3. *What hours are you opening?*

We are continuing to operate Parkcycle as normal at the moment

As always it is advisable to check twitter before you come for the latest opening times - <https://twitter.com/richmondcycle>

4. *Is the equipment safe/ clean?*

We have increased our cleaning routines to take account of the recent outbreak and aiming to clean the contact points on each bike between hires; however we would recommend that if you have your own wipes to use them on the handlebars and seat and to wash or sanitise your hands after dismounting the bike to either eat, have a break from riding or after your hire has finished.

5. *Can I still have a free helmet?*

Yes but be aware that we have curtailed the general recommendation of taking a free helmet as they are more challenging to clean than surfaces. Whilst we have cleaned all the helmets we would recommend you use your own wipes and clean it again before use.

6. *Are you still enforcing that children have to wear helmets for certain types of equipment?*

For children we are changing from the requirement for compulsory wearing to a recommendation to wear. If parents do not wish their children to use the helmets provided then they can either provide their own or accept that by hiring without using the recommended helmet they implicitly indemnify Parkcycle.

7. *Where can I wash my hands?*

The Royal Parks have opened up all “pay to enter” toilets in the park to enable people to have free access to wash their hands. The nearest toilet/ washing facility to Parkcycle is on the far side of Roehampton Gate car park (south east corner)

8. *Is everything open in the park?*

Some things may be closed. Cafés and some catering kiosks remain open but people are being asked to follow Government advice with regard to social distancing when collecting food and drinks. Visitor centres and playgrounds may be closed.

Full details on the Coronavirus and the Royal Parks can be found on their website <https://www.royalparks.org.uk/home/coronavirus-updates>