

## KISC concept for operation - Summer 2020

The below plan sets out the assessments and adaptations we will make to be able to operate Kandersteg International Scout Centre in line with government guidance and assuming that still in place are either of the following:

- The social distancing rule (1.5m)
- Events with up to 1'000 people will not be allowed before the 31<sup>st</sup> August 2020

From 22<sup>nd</sup> June 2020, the following relaxation of restrictions is in place (in relation to KISC):

- Spontaneous gatherings are allowed.
- Events and holiday camps for up to 300 children and young people are allowed.
- Restaurants open without restriction of number of guests per table, and no need to be seated.
- All retail stores are allowed to operate
- Swimming pools, amusement parks, etc. are allowed to operate
- Summer tourism businesses such as campsites, mountain transport services, toboggan runs, rope parks, bike runs, etc, are allowed to operate
- Borders open to all EU/EFTA states and the UK since 15<sup>th</sup> June 2020
- Competitive sport is allowed.
- You should wear a face mask if you can not keep 1.5m distance from other people.

Based on the currently available detailed government information (instructions, approved general concepts, etc.) related to KISC (hotel, restaurant, shop, campsite, programme, etc.) this concept will describe the essential services available to guests, whilst taking into account the reduced number of staff available this summer. All services normally offered during the summer season which are not described here are deemed currently non-essential. Guests will be informed about this in detail.

The concept will be updated once new instructions or approved general concepts become available. After which the guests will be informed.

The concept will review the following areas:

- Guests
- Shop
- Front office
- The Coffee bar
- Catering
- Summer BBQs
- Programme
- Accommodation
- Campsite

- Cleaning and hygiene
- Staff
- Additional points for consideration

## Guests

Guests will be informed well ahead of their arrival at KISC that the measurements put in place are to ensure that they have a safe experience and the staff have a safe working environment. Guests will also be reminded that if they have a temperature or a cold on the day they travel to Kandersteg they should not commence their travel and instead should stay at home.

If guests develop a temperature or a cold while at KISC, they need to inform the reception staff immediately via another person or phone and isolate themselves in their rented accommodation. KISC can provide separately reserved self-isolation accommodation upon availability. KISC will inform the local Doctor (who will inform the Community Council) immediately so the person can be tested for Coronavirus.

The following information will be provided to guests with summer reservations:

- Information provided is current as per (date) and valid in Switzerland. As soon as new information is available it will be shared. Please ensure you adhere to your country's regulations and those in the countries you travel through to get to Switzerland.
- Due to the current restrictive measurements in place, your experience will be different compared to what you have heard or experienced before. KISC will not be able to operate with a full staff complement this summer (approx. 55% of its normal level). Combined with the restrictions currently in place, this will mean we can only deliver certain services and activities. You will need to prepare differently and bring things with you which under normal circumstances, you would not need to bring.
- KISC will do everything possible to ensure you have a great time and experience regardless of the restrictions in place and the reduced staff levels.
- Guests need to bring their own disinfectant (including wipes) with them in sufficient quantities for the number in their group and for the duration of their stay for their personal use.
- Guests are asked to wash their hands before entering the Dining Hall.
- KISC will be following the recommended hygienic guidance and processes, however, there are certain areas, such as the reception phone which are the guest's responsibility to disinfect before and after use.

For tracing purposes, KISC will continue to request that upon check in, guests leave the contact details of all members staying on site. In the case of a Scout or Guide group, where the leader holds these details, then they are not required to leave the full contact details, but only the name and date of birth of each member. The Swiss government recommend downloading the 'SwissCovid' app:

<https://apps.apple.com/ch/app/swisscovid-preview/id1509275381>

## Shop

Maximum of one guest at a time will be allowed in the shop, unless they are from the same group or family, in which case the maximum is 5. BAG signs telling guests about social distancing will be displayed at all entrances and corridors. Perspex screens will be installed between the staff member serving at the till and guests. Hand disinfectant will be provided and required for all guests entering the shop. We will request contactless payment whenever possible. Guests will queue outside and enter via the terrace. They will leave the shop via the coffee bar. A temporary shop will be set up from the caravan, parked on the carpark by the Sunneblick to sell drinks / ice-cream to customers.

Chalet shop: From 1<sup>st</sup> July. 07.30 – 09.00 & 16.00 – 19.00

Caravan shop: From 20<sup>th</sup> July. 12.30 – 14.00

## Front Office

A maximum of two guests at the counter at any one time will be enforced. The floor will be marked to clearly show 1.5-meter separation sideways and behind a person already at the counter. BAG signs telling guests about social distancing will be displayed around the coffee bar. These will include how many people can be in the different areas at once. Perspex screens will be installed between the staff member serving and guests. Hand disinfectant will be available. We will request contactless payment whenever possible. A maximum of three staff can work in the front office. They will have allocated computers at the front desk. Rental equipment that cannot be disinfected such as board games will not be available.

The Front Office will be open to guests from 09.00-12.00 and from 14.00-17.30. Check-ins and payment of bills can only happen during these hours and will not be handled by the Duty Staff outside of these opening times.

The phone outside the Front Office will remain and guests are reminded that the use of the phone is their responsibility and they are required to disinfect before and after using it.

## Coffee Bar / Reception Area

Unnecessary objects that can be touched by customers, such as magazines and flyers in common areas will be removed. The tables and stools will be removed. The guest coffee machine can be used as normal by guests. Hand sanitiser will be provided for guests and required prior to use.

Hanging rails for clothing will not be made available for guests in the coffee bar or outside the dining room. The lockers will not be available for rent.

## Catering

The maximum dining hall seating capacity will be between 16 and 40 people per sitting, depending on groups or individuals. Two large tables with 36 spaces at each will be made available.

The floor will be marked to clearly show 1.5-meter separation. Groups who have been together before arriving at KISC will be allocated specific tables for their use. KISC will not use the option of separation screens but instead keep groups 1.5m apart from each other. Dinner and salads will be served from the buffet by a staff member, wearing gloves and a mask. Cutlery will be given out at the end of the buffet by a staff member wearing gloves and a mask.

KISC will provide catering only to guests with a reservation and no external guests will be allowed.

Breakfast: Maximum two sittings per breakfast will be available. KISC will provide our usual continental breakfast from the buffet. A staff member wearing gloves and mask will plate up the food for the guest at both the buffet and salad bar. Perspex screens will be installed between guests and food / staff.

Lunch: Packed lunch will be the only option available. Sandwiches will be pre-made and wrapped by KISC staff. They will be collected from the main hall. No hot lunch will be available for guests. A maximum of 80 people can book packed lunch per day.

Dinner: Maximum two sittings per dinner will be available.

Perspex screens will be installed between guests and food / staff.

Salt and pepper containers will not be available, paper sachets will be available on request instead.

Disinfecting stations with BAG advice posters will be available in all catering areas. All catering areas accessible to guests will be disinfected after each sitting. The coffee machine can be used as normal by guests. Hand sanitiser will be provided for guests and required prior to use.

The Dining Hall will be entered from the Reception Area and be left via the terrace doors.

Separate staff will be allocated to handling dirty plates and cutlery and handling clean sanitized plates and cutlery. Anyone handling clean plates and cutlery will need to disinfect their hands first or wear gloves.

Orders of food products will be possible through KISC so guests can order and cook for themselves. Pick up times will be allocated.

Kitchen and dining room bins that are not covered will be emptied between each meal.

Guests will also be made aware of the available take away options in Kandersteg.

## Guest Kitchens

Guest Kitchens can be rented out to groups. Sharing of Guest Kitchens between groups is not possible. Check-in of Guest Kitchens will no longer take place, instead guests will be informed in advance that when the Guest Kitchen is checked after their departure and items are missing, they will be billed afterwards. Guests are expected to clean the kitchens before departure after which staff will check, disinfect and put all pots and pans, through the main kitchen dishwasher. To do this, they will need to wear gloves and a mask. The correct amount of plates, glasses, mugs, bowls and cutlery will be made available for the group that have made the booking. This will also be disinfected and put through the main kitchen dishwasher after checkout.

Benches and tables will be available in front of the guest kitchens under tents for seating. Guests will be responsible for keeping 1.5 m distance from each other.

## Programme

All activities that we are able to deliver have been individually assessed to identify what measures can be taken whilst restrictions remain in place.

Three sessions of the following activities have been initially guaranteed for each group during their stay: Challenge activities (Zip wire, Crate stacking, Jacobs ladder) a selection of 4 guided hikes, and a selection of workshops.

Staying at one of the KISC mountain huts will be possible for one group at a time. Guests will need to take their own crockery. A Pillowcase and a bed sheet will be provided by KISC to each guest and will need to be taken with each group and be brought back for washing afterwards. Guests will need to take their own sleeping bag. A staff member will always be present for the checkout, who will make sure the cleaning has taken place and all surfaces have been disinfected after check out.

The Sauna will not be available.

## Accommodation

Bedrooms: Will be allocated to ensure groups have sufficient distance from one another.

KL guest kitchen: Any food left in the shared fridges must be in sealed containers and labelled by owner. Guests are required to wash and disinfect all cutlery and cooking items before and after use. Disposable gloves will be made available to guests. Tables and surfaces will be disinfected daily by KISC staff. The coffee machine will be used as normal by guests. Hand sanitiser will be provided for guests and required prior to use. All shared items will be removed, and the piano will be wrapped up to prevent it being played. A sign will be displayed at the entrance showing the maximum number of people allowed in the room at once.

Bathrooms / showers:

Signs displaying how many people can be in a bathroom at a time will be displayed at entrances. All showers and toilets will remain in use as they are separated by sufficient cubicles.

Signs explaining 1.5m distance must be kept when using urinals or taps will be displayed.

The toilets on the ground floor (next to main entrance hall) of the Kanderlodge will be closed, as guests staying at the Kanderlodge should use the facilities provided in their rooms.

Corridors in the Old & New Chalet and the Kanderlodge: Instructions will be posted in the rooms, the corridors and the entrances that there cannot be any hold up in corridors. Guests must pass each other without stopping, and with as much distance as possible.

Common rooms: Are locked and can only be used if booked and cannot be shared with other groups. All shared items such as books and ropes will be removed, and the piano will be wrapped up to prevent it being played.

Staff Laundry: Staff processing guest bedding will need to handle it with gloves and wear disposable masks.

Guest laundries: can be used. A sign displaying the maximum number of people in the room at any time will be displayed at the entrance.

The boot room at the entrance to the Old Chalet will be closed.

Guest Fridges, recycling stations (both in the buildings, and by the side of the guest kitchens), and bedding containers will all remain in place. These will be regularly disinfected by staff and signs will be displayed informing guests to disinfect their hands before and after use.

## Campsite

Campsites: Will be allocated to ensure groups have sufficient distance from one another.

The communal Recycling Centre in the Werkhof will have opening hours and can be used by guests one at a time with clear instructions posted on maintaining distance, etc. A staff member will supervise and will wear a mask and gloves when not possible to keep 1.5 meters distance.

Rental equipment: such as tables, benches, cooking sets will be disinfected by staff when returned.

Handling of returned equipment will be done by staff wearing masks and gloves.

Rental tents will be left pitched once a group has finished with them, and not rented to another group for 72 hours. Pioneering poles will not be rented to another group for 72 hours after being returned. Groups will be informed that this is the process when booking rental tents or requesting pioneering poles.

Campsite Office: can have one guest at a time and will be open between 08.15 – 10.00 each day. A Plexiglas screen will be installed between the guest and staff. The phone outside the campsite office will remain and guests are reminded the use of the phone is their responsibility and they are required to disinfect it before and after use.

The lockers in the Campsite Office locker room will be made available for a daily rental charge. Lockers and the key will be disinfected on check out.

Guest Fridges: Will remain available. These will be regularly disinfected by staff and signs will be displayed informing guests to disinfect their hands before and after use. Food must be left in sealed containers, labelled with the owner's details. A sign displaying the maximum number of people in the room at any time will be displayed at the entrance.

Drying rooms: A sign displaying the maximum number of people in the room at any time will be displayed at the entrance.

## Cleaning and Hygiene

We will clean and disinfect all publicly accessible guest areas daily. Staff working areas will be disinfected by the staff before and after using it. The dining hall will be disinfected between every sitting. Common areas such as the dining room and coffee bar will be aired 4 times per day for at least 10 minutes.

Cloths used for cleaning can only be used to clean one area / table-top / toilet; they must then be washed or disposed of.

Staff uniform (Pinks and Greens) must be washed regularly. Staff will be advised this means whenever they have come into contact with guests, or at least every 2 days.

Any staff wearing a facemask will need to take a 5-minute break every 2 hours, and change their mask every 4 hours. Disposable gloves must be changed hourly or when moving to a different work area. Gloves and masks will need to be purchased and made available for staff.

Special bins, dedicated for disposing of Personal Protective Equipment (such as masks and gloves) will be available for guests in the coffee bar and at the campsite recycling centre.

## Staff

This concept will be shared with all staff. A training in each working area will be provided to ensure all staff know what is required from them to operate within the concept.