



## **NOP EQUIPMENT RENTAL COVID-19 RESPONSE**

### **Before arrival-**

Customers will be asked to inform us of their arrival time before renting equipment and to book and pay on our booking system in advance. We will make sure to only deal with 1 customer at a time.

We will also request a waiver to be signed online before arriving. This will allow us to prepare and help avoid contact.

### **On arrival-**

The sheds will be opened up and hand sanitiser left out for each person to use on arrival.

Customers will be asked to stay out of the sheds. The member of staff will size them up for wetsuits while keeping their distance.

The staff member will bring boards out of the sheds that could suit the customer and hold up for the customer to see. If they approve, staff will leave the board on the ground for the customer to pick up.

If filling in the online waiver in advance was not possible, hand sanitiser will be provided to the customer to put on and fill in the paper waiver before leaving. We will also encourage everyone to use more hand sanitiser before departing too.

### **Returns-**

We will show the customer the drop off point for the equipment, for once they return. If a member of staff is around they will put gloves on and check over the equipment for any defects. If there is any damage, the customer will pay extra accordingly.

Hand sanitiser will again be provided for the customer and staff.

The boards will be wiped down with disinfectant spray and the wetsuits washed in our 3 dunk system (Milton, wetsuit cleaner, fresh water), before being hung up to dry. Once dry, it can be returned to the shed with the other suits.

### **Beach drop off/pick up-**

We will arrange times for pick up/ drop off to Dunnet/ Thurso area for an extra £10 fee.