



Covid-19 (Coronavirus) Pandemic - Safe Operation - Trampoline Parks V2.0

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**Right Directions**

**Covid-19 (Coronavirus) Pandemic - Safe Operation - Trampoline Parks V2.0**

Location of Activity

Trampoline Park

Ref No.

FLI\_5400

Assessors Name \*

Ben Peach

Date of Assessment

25-07-2020

Next Review Date

25-07-2021

QMS/Work Instructions

Covid-19 Cleaning

Names of Employees Consulted

Duty Managers Operations Manager Cafe Assistants Cleaners  
Court Monitor and Front of House Staff

Hazard Risk Rating

**MEDIUM**

Training/Qualifications Required to Complete this Activity

Level 2 Court Monitor

Personal Protective Equipment (PPE) Required to Complete this Activity

Disposable Gloves Face Masks non medical Face Mask Disposable Gown

Potential Risk Rating

**LOW**

Legislation, guidance and information used in support of this assessment

- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005 Workplace (Health, Safety & Welfare) Regulations, 1992
- Health & Safety At Work Act 1974

Other Risk Assessments Cross Referenced

Covid-19 (Coronavirus) Pandemic - Safe Operation - Building/Facility General  
Covid-19 (Coronavirus) Pandemic - Safe Operation - Staff and Staff Areas

Potential Harm/Consequence		Likelihood That Harm Will Occur		Risk Rating	
1	Insignificant	1	Very Unlikely	Very Low Risk 1 - 2	No action required
2	Minor	2	Unlikely	Low Risk 3 - 6	Monitor
3	Moderate	3	Possible	Medium Risk 8- 12	Action required
4	Major	4	Likely	High Risk 15 - 16	Urgent Action
5	Catastrophic	5	Very Likely	Critical Risk 20 - 25	Work Must Stop and take immediate action
If the Risk Rating is 15 or more and no further control measures are practicable, add the risk to the H&S Risk Register.					

The risk rating indicates the level of response required to be taken when adding actions to the improvement plan (RRP). Ratings between 15 and 25 require an urgent review of existing control measures.

Hazard	Who May be Harmed	Current Control Measure in Place	Risk Rating With Current Control Measures In Place	Sample of any Reviewed Control Measures	Additional Control Measures Required	Potential Risk Rating After Additional Control Measures Implemented
<b>+</b> Category	Keeping up to date with official guidance					
<b>+</b> Information			3 x 2 <b>6</b>			3 x 1 <b>3</b>

	Lack of up-to-date information regarding the Covid-19 virus	<input type="text" value="Staff"/> <input type="text" value="Contractors"/> <input type="text" value="Customer - Adult"/> <input type="text" value="Customer - Child"/>	<input type="text" value="Attendance at Covid-19 clinics, webinars and other CPD"/> <input type="text" value="Reviewing best practice examples from within the industry"/> <input type="text" value="Reviewing other sectors where applicable"/> <input type="text" value="Regular review of IATP guidance"/> <input type="text" value="Reviewing Government, PHE and NHS guidance and keeping up to date"/> <input type="text" value="See www.gov.uk and www.nhs.uk websites"/>		2	<input type="text" value="Signage for all staff in staff areas and safety signage around the park for customers. Information available on website"/> <input type="button" value="View Files"/> <input type="button" value="View Links"/>	<input type="text" value="Staff training - on-going/ refresher programme"/>		1
-	<input type="text" value="Information - Responsibilities"/> Lack of communication of up-to-date information regarding the Covid-19 virus to managers and staff	<input type="text" value="Staff"/> <input type="text" value="Contractors"/> <input type="text" value="Customer - Adult"/> <input type="text" value="Customer - Child"/>	<input type="text" value="Covid-19 Response Team established. &lt;Insert names of individuals/ job roles here&gt; to develop sources of information to keep up to date with latest guidance"/>	2 x 1	2	<input type="text" value="Management team all responsible for the distribution of information starting with the GM."/> <input type="button" value="View Files"/> <input type="button" value="View Links"/>	<input type="text" value="Staff induction in place for health and safety"/> <input type="text" value="Staff training - on-going/ refresher programme"/>	1 x 1	1
-	<input type="text" value="Information - Responsibilities"/> Lack of communication of up-to-date information regarding the Covid-19 virus to managers and staff	<input type="text" value="Staff"/> <input type="text" value="Contractors"/> <input type="text" value="Customer - Adult"/> <input type="text" value="Customer - Child"/>	<input type="text" value="Review of guidance used to feed into Covid-19 risk assessments"/> <input type="text" value="Staff consultation and communication channels developed to ensure all staff remain informed and up to date"/>	2 x 1	2	<input type="text" value="GM to review all guidance released with Government guidelines. Information to be passed"/> <input type="button" value="View Files"/> <input type="button" value="View Links"/>	<input type="text" value="Staff induction in place for health and safety"/> <input type="text" value="Staff induction in place for job specific tasks"/> <input type="text" value="Staff training - on-going/ refresher programme"/>	1 x 1	1
-	<b>Category</b>	Activities - General							
+	<input type="text" value="Activities - General"/> Possible transmission of Covid-19 by person infected with virus	<input type="text" value="Staff"/> <input type="text" value="Customer - Adult"/> <input type="text" value="Customer - Child"/>		3 x 1	6	<input type="text" value="Using social media, we have released customer journey that is Covid-19 specific. Introduced measures to identify symptoms"/> <input type="button" value="View Files"/> <input type="button" value="View Links"/>	<input type="text" value="Temprature checks"/> <input type="text" value="Pre-visit booking process"/> <input type="text" value="Communication to all bookings"/>	3 x 1	3

			<p>Arrangements regarding re-opening are communicated to customers prior to opening so they know what activities are available and what to expect</p> <p>Communications regarding re-opening arrangements include the use of website, social media, email and text</p> <p>As far as possible, activities are booked and paid for in advance either online or over the telephone</p> <p>Frontline Staff Pandemic Awareness Training / Covid-19 training is delivered prior to re-opening/re-engaging staff</p> <p>Thermal imaging/ temperature testing completed for all staff/ customers/ contractors on entering the building</p> <p>Thermal imaging/ temperature testing protocols in place and enforced by management</p> <p>Management right of admission refused (ROAR)</p>						
-	<p>Test and Trace</p> <p>Possible transmission of Covid-19 by person infected with virus. Failure to record contact details to assist NHS Test and Trace</p>	<p>Staff</p> <p>Contractors</p> <p>Customer - Adult</p> <p>Customer - Child</p>	<p>Test and trace protocols to be followed by management/ staff</p> <p>Contact details, e.g. name, phone number, time in and out recorded for Test and Trace purposes</p> <p>Records obtained for Test and Trace purposes are destroyed after 21 days</p> <p>Staff/ customers displaying Covid-19 symptoms will not be allowed entry and asked to go home and follow test and trace protocols</p> <p>If contacted by Test and Trace personnel, advice given will be followed</p> <p>If more than one positive case is confirmed, management will contact local health experts for advice</p>	3 x 2	6	<p>Staff scheduling system runs track and track system. Booking system records customer details in hourly</p> <p><a href="#">View Files</a></p> <p><a href="#">View Links</a></p>	<p>Deputy scheduling system</p> <p>BookNow customer booking system</p> <p>BookNow self service table ordering system</p>	2 x 1	2
<p><b>Category</b> Activities - Safety Briefing Room</p>									
+	<p>Safety Briefing Room</p> <p>Possible transmission of Covid-19 due to not following social distancing guidelines Spread of virus due to</p>	<p>Staff</p> <p>Customer - Adult</p> <p>Customer - Child</p>		3 x 2	6	<p>All briefing videos are now online sent to customers via booking system before they visit the park.</p> <p><a href="#">View Files</a></p> <p><a href="#">View Links</a></p>	<p>Online pre-visit safety briefing video.</p>	1 x 1	1

			<p>Reception Staff and Court Monitor control entry of customers into the safety briefing room to prevent pinch point</p> <p>Hand sanitiser station provided outside safety briefing room and all customers are advised to sanitise hands before entry</p> <p>Where possible safety briefing room doors are propped open to increase air circulation along with the introduction of fans</p> <p>Seperate entry and exits are used to filter customers in and out of the safety briefing room</p> <p>Where possible one way route has been designated</p> <p>Reduced maximum occupancy level has been established in line with current social distancing guidelines</p> <p>Social distancing markings have been identified within the safety briefing room in line with current social distancing guidelines</p> <p>Court Monitor supervises safety briefing that includes an introduction to Covid-19 measures around the park</p> <p>Court Monitor responsible for the smooth co-ordination of customers when leaving the safety briefing room and entering the park</p> <p>Adequate time has been allocated between sessions to allow for 'touchpoints' cleaning to take place</p> <p>The safety briefing room is included in the deep cleaning plan completed at the beginning/ end of each day</p> <p>'Touchpoints' cleaning of the safety briefing room takes place in between sessions</p> <p>Court Monitor responsible for checking/ topping up hand sanitiser stations as part of 'touchpoints' cleaning plan</p>							
-	<p>Safety Briefing - virtual</p> <p>Possible transmission of Covid-19 due to not following social distancing guidelines</p> <p>Spread of virus due to</p>	<p>Staff</p> <p>Customer - Adult</p> <p>Customer - Child</p>	<p>Where face to face briefings are not conducted during the pandemic, the park will ensure an online briefing/ video is available as part of the booking process</p> <p>Where briefings are conducted as part of the booking process, customers are required to declare that they have seen the briefing</p>	3 x 3	9	<p>As above.</p> <p>View Files</p> <p>View Links</p>	<p>Online pre-visit safety briefing video.</p>	1 x 1	1	
-	<b>Category</b>	Trampoline Park - General								
+	Trampoline Park		Prominent signage is displayed reminding of social distancing guidelines	3 x 3	9				3 x 2	6

Possible transmission of Covid-19 due to not following social distancing guidelines  
Spread of virus due to

Staff

Customer - Adult

Customer - Child

Water fountains are taken out of use

Customers may only fill up their own bottles from water dispensers

Staff check sanitiser levels regularly

Music level(s) have been reduced to allow for staff/ customers to talk without shouting

Court Monitors to always maintain social distancing when interacting with other staff and customers throughout the building/ park

Online booking system in place to ensure overcrowding does not take place

Sessions are scheduled to allow for adequate 'touchpoints' cleaning take place between sessions

Where necessary floor markings are used to designate where Court Monitors stand and where customers queue for activities in line with social distancing guidelines

Hand sanitiser stations are provided throughout the park and customers are encouraged to sanitise hands regularly

Where necessary 'one-way' routes have been designated via floor markings throughout the building/ park

Strictly no running around the park

Customers are requested no to shout/ scream as this will increase the risk of transmission

Thorough deep clean of all areas takes place at the beginning/ end of each day, see deep cleaning schedule/ checksheets

Customer announcements take place throughout the session reminding of social distancing and hand sanitising

End of session announcement made to inform customers of exit etiquette to ensure pinch points are not created and social distancing is maintained

Protocols for exiting the park at the end of the session are managed by Court Monitors

Suitable anti-viral cleaning agent used when deep cleaning and touchpoints cleaning all areas

Deep cleaning and 'touchpoints' cleaning schedule/ plans and checksheets developed for all areas of the building/ park (see plans and checksheets)

Staff scripts have been developed and implemented for relevant areas such as on entry to the building/ reception and safety briefing room to assist staff when informing customers of the Covid-19 arrangements/ control measures

hand sanitiser stations around the park.  
social distancing tape.  
reduced capacity.

[View Files](#)

[View Links](#)

reduced capacity down to 70 jumpers.

reduced staffing capacity

2m social distancing tape.

spectator traffic light system for social distancing measures.

staff training.

			<p>Control measures</p> <p>Where possible, a separate entrance and exit is provided to prevent congestion at the start and end of sessions</p>						
-	<p>Trampoline Park - Ventilation</p> <p>Spread of virus due to inadequate or poor fresh air/ air handling ventilation</p>	<p>Staff</p> <p>Contractors</p> <p>Customer - Adult</p> <p>Customer - Child</p>	<p>Government and industry guidance (CIBSE Covid-19 Ventilation Guide) is followed as much as possible to ensure adequate ventilation is taking place</p> <p>Where possible doors and windows will be propped open and floor/ wall fans introduced to aid in air circulation around the building/ park</p> <p>AHU's serviced and maintained in accordance with manufacturers recommendations</p> <p>The maximum occupancy of the park provides a minimum of 100sqft per person (based on useable space)</p> <p>Ventilation systems provide 100% fresh air and do not recirculate air from one space to another</p> <p>Dampers are fully opened and fans are run on full speed</p> <p>Ventilation systems operate 24 hours a day</p> <p>Filters are changed more frequently</p> <p>Spaces with no mechanical ventilation or ability to introduce fresh air are not used</p> <p>In ventilation rates are unknown, a carbon dioxide sensor is used to indicate rates</p> <p>Advice is sought from an HVAC engineer where ventilation rates are unknown</p> <p>Ventilation flow rates are at least 20 litres per second per person (20l/s/p)</p>	3 x 3	9	<p>new H-vac system installed in park with air exchange. Open up external doors as far as possible to encourage fresh air</p> <p><a href="#">View Files</a></p> <p><a href="#">View Links</a></p>	<p>H-vac air exchange.</p> <p>Fresh air channels opened.</p> <p>staff training</p> <p>Health and safety measures.</p>	3 x 1	3
-	<p>Trampoline Park - Capacities</p> <p>Possible transmission of Covid-19 due to not following social distancing guidelines</p>	<p>Staff</p> <p>Customer - Adult</p> <p>Customer - Child</p>		3 x 2	6	<p>Reduced capacity down from 200 to 70 Spectator limit of 1 per household</p> <p><a href="#">View Files</a></p> <p><a href="#">View Links</a></p>	<p>Antibacterial screens on vending machine</p> <p>Staff training</p> <p>Social distancing tape</p> <p>signage</p>	2 x 1	2

			<p>The building and trampoline park maximum occupancy levels have been reviewed and updated to allow for comfortable social distancing to take place in line with current government guidance</p> <p>Booking systems have been reviewed and amended to allow for new maximum occupancy levels in the building and on the park</p> <p>Clearly visible signage has been displayed informing staff/ customers of any reduced occupancy levels</p> <p>Maximum occupancy levels are continually monitored by staff/ Court Monitors and any issues reported to the Duty Manager</p> <p>Where necessary equipment such as games/ vending machines have been removed to allow comfortable social distancing to take place</p> <p>Where removal of equipment is not possible, such equipment has been isolated/ cordoned off to prevent access</p> <p>Hourly sessions have been scheduled along with an adequate break/ gap between sessions to allow for 'touchpoints' cleaning to take place (see 'touchpoints' cleaning plans and check sheets)</p> <p>Social distancing guidelines actively promoted on the website and signage/ floor markings displayed throughout the building/ park</p> <p>Maximum occupancy levels provide a minimum of 100sqft per person (for ventilation purposes) and are calculated to ensure current social distancing guidance can be achieved. The maximum is the lower of the two calculations.</p> <p>Maximum occupancy levels are documented for the park as a whole and for each area</p>				
-	Category	Trampoline Park - Performance Trampolines (Incl Walk the Wall/ Foam Pits)				v	
+	Performance Trampolines v Possible transmission of Covid-19 due to not following social distancing guidelines Spread of virus due to	Staff Customer - Adult Customer - Child	3 x 2	6	Hand sanitiser stations around the park, customers encouraged to use during their visit Use techniques where people	2 x 2	4
				<a href="#">View Files</a> <a href="#">View Links</a>		Staff qualified to undertake tasks/ activities Staff training - on-going/ refresher programme Hand sanitiser stations Limited capacity    Dedicated cleaner	

			<p>Performance trampolines where customers dismount into a foam pit will need to be closed unless adequate cleaning regimes for the foam can be introduced</p> <p>Queueing system introduced to allow for comfortable social distancing to take place including floor markings</p> <p>Court Monitor supervision takes place to ensure Covid-19 controls are being maintained</p> <p>Deep cleaning takes place at the end/ beginning of the day</p> <p>'Touchpoints' cleaning plan/ checksheets in place completed between sessions</p> <p>Hand sanitiser station provided on entry to the performance trampolines area and customers requested to sanitise hands regularly</p> <p>Staff/ Court Monitors responsible for checking and topping up sanitiser frequently as part of the 'touchpoints' cleaning schedule/ plan</p> <p>The 'touchpoints' cleaning plan includes sanitising of the walk the walls in between sessions, just incase they are touched by users</p>				
-	<b>Category</b>	Trampoline Park - Inflatable Structures (Including Airbag/ Wipeout and Bouncy Castle(s))					v
+	Inflatable Structures v Possible transmission of Covid-19 due to not following social distancing guidelines Spread of virus due to	Staff Customer - Adult Customer - Child		3 x 2	6	Hand sanitiser stations around the park, customers encouraged to use during their visit, including on entry and exit of <a href="#" style="background-color: #0056b3; color: white; padding: 2px;">View Files</a> <a href="#" style="background-color: #666666; color: white; padding: 2px;">View Links</a>	3 x 1 <span style="float: right; color: #00a651; font-weight: bold;">3</span> Staff qualified to undertake tasks/ activities Staff training - on-going/ refresher programme Hand sanitiser stations Dedicated cleaner    Staff training 2m distance markers reduced capacity



			<p>Inflatable structures will need to be closed unless adequate cleaning regimes can be introduced to ensure that all inflatable surfaces can be cleaned</p> <p>Queuing system in place to ensure comfortable social distancing can take place</p> <p>Inflatable structures are fully supervised by Court Monitors and control measures enforced and monitored</p> <p>Deep cleaning takes place at the beginning/ end of each day</p> <p>'Touchpoints' cleaning plan includes the sanitising of all inflatable surfaces</p> <p>Hand sanitiser station provided on entry to the inflatable structure and users are requested to sanitise hands prior to entry</p> <p>Court Monitors responsible for checking/ topping up sanitiser as part of the 'touchpoints' cleaning plan</p> <p>Cleaning takes place between each session</p> <p>A reduced with a maximum 70 has been introduced for this activity</p>						
-	Category	Trampoline Park - Stunt Box Area							
+	<p>Stunt Boxes &amp; Area</p> <p>Possible transmission of Covid-19 due to not following social distancing guidelines</p> <p>Spread of virus due to</p>	<p>Staff</p> <p>Customer - Adult</p> <p>Customer - Child</p>	<p>Activity area fully supervised by Court Monitor at all times</p> <p>If necessary a queueing system will be implemented to ensure social distancing can be maintained</p> <p>Hand sanitiser station provided and users requested to sanitise hands prior to entering the activity area</p> <p>Deep cleaning of stunt boxes/ area at the beginning/ end of each day</p> <p>'touchpoints' cleaning plan/ checksheet in place completed between each session</p> <p>Court Monitor is responsible for checking/ topping up hand sanitiser station as part of 'touchpoints' cleaning plan</p> <p>Any objects/ obstacles are also included in the 'touchpoints' cleaning plan</p> <p>Maximum occupancy of this area is reduced to &lt;insert here&gt; to ensure social distancing</p>	3 x 2	6	<p>Frequent staff cleaning. Reduced capacity to 70. 1 person per block at a time.</p> <p>View Files</p> <p>View Links</p>	<p>hand sanitising stations</p> <p>staff training</p> <p>reduced capacity</p>	3 x 1	3
-	Category	Food and Beverage							
+				3 x 2	6			3 x 1	3

	<p>Food and Beverage</p> <p>Possible transmission of Covid-19 due to not following 2m social distancing guidelines Spread of virus due to</p>	<p>Staff</p> <p>Customer - Adult</p> <p>Customer - Child</p>	<p>A perspex screen is positioned at the point of sale</p> <p>Card and contactless payments are encouraged</p> <p>Tills/touchscreens are sanitised on staff changeover</p> <p>Card payment machines are sanitised frequently</p> <p>Staff sanitise their hands after handling cash</p> <p>Vending machines are cleaned regularly</p> <p>Contactless card vending machines are encouraged</p> <p>Hand sanitiser stations are in place in cafe areas and near vending machines</p> <p>Staff check sanitiser levels regularly</p> <p>Prominent signage is displayed reminding of social distancing guidelines and hygiene</p> <p>Menus are not placed on tables. All products on sale are displayed via wall mounted display/chalk boards only</p> <p>Social distancing markers in queues and between tables in line with current government guidance</p> <p>Table service is undertaken to prevent congestion at counters</p> <p>Tables and chairs are positioned to ensure social distancing can be achieved</p> <p>Condiments are provided in disposable packaging</p> <p>Tables are sanitised after each use</p>		<p>Cashless payments. Hand sanitiser stations. PPE. Table service systems.</p> <p>View Files</p> <p>View Links</p>	<p>Personal protective equipment (PPE) is provided, in good condition and worn</p> <p>Staff training - on-going/ refresher programme</p> <p>table service</p> <p>Distancing measures applied.</p> <p>Cashless service.</p>
-	Category Toilets, Showers and Changing Rooms					
+	<p>Toilets, Showers and Changir</p> <p>Possible transmission of Covid-19 due to not following social distancing guidelines Spread of virus due to</p>	<p>Staff</p> <p>Customer - Adult</p> <p>Customer - Child</p>		<p>3 x 2 6</p> <p>Toilet doors have been removed. Sanitiser stations. Signage.</p> <p>View Files</p> <p>View Links</p>	<p>3 x 1 3</p> <p>Cleaning procedures in place</p> <p>Staff training - on-going/ refresher programme</p> <p>signage Reduce touchpoints</p>	

			<p>Communal changing rooms closed and cubicles only to be used</p> <p>Changing rooms closed due to inability to meet social distancing guidelines and maintain cleaning standards</p> <p>Accessible and family change is available</p> <p>Urinals spaced out by closing off the numbers available</p> <p>Showers spaced out by closing off the numbers available</p> <p>Wash handbasins spaced out by closing off the numbers available</p> <p>Where urinals, showers and wash handbasins have been isolated, they have been added to the legionella low use register and are flushed weekly</p> <p>Electric hand dryers or paper towels are available for hand drying</p> <p>Sanitiser is available adjacent to hand dryers and hair dryers</p> <p>Sanitiser is available at the entrance to the toilets and changing rooms</p> <p>At busy times, e.g. at the start and end of sessions, staff are positioned at the entrance to toilets to ensure maximum capacities are not exceeded</p> <p>Signage promoting social distancing guidelines and requirements is displayed</p> <p>Signage is displayed encouraging customers to wash their hands with soap and water for 20 seconds</p> <p>Where possible, the entrance door to the toilets is kept open so customers can ensure capacity is not exceeded before entering</p>						
-	<p>Toilets - Capacity</p> <p>Possible transmission of Covid-19 due to not following social distancing guidelines</p>	<p>Staff</p> <p>Customer - Adult</p> <p>Customer - Child</p>	<p>Where possible, the maximum number of users in each toilet area is defined and signage is displayed</p> <p>The maximum number of users in toilets is 1</p>	3 x 2	6	<p>signage</p> <p>Reduced capacity to 1 at a time. hand sanitising stations. reduced touch points.</p> <p><a href="#">View Files</a></p> <p><a href="#">View Links</a></p>	<p>Safety signage is displayed</p> <p>Staff training - on-going/ refresher programme</p> <p>reduced capacity</p>	3 x 1	3

Revision History

Q  10 ▾ [Export](#)

Reviewed By	Name	Comment	Date
flipoutrushden@stitch.com	Ben Peach	To be reviewed alongside government guidance updates	25-07-2020 16:28:00

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