

## Hackney Wick Boulder Re-Opening

Below you will find information on what has changed to keep everyone as safe as possible. Most of this can be found on our social media but here you can find pretty much everything as it stands now, so you know what to expect when you come back for a climb with us again.



### When Will We Open?

25th & 26th July - Supporters Only

27th July Onwards - Adult Climbers

3rd August - Supervised Children Allowed Back Too

To say thankyou to everyone who supported us during lockdown we are opening exclusively to these customers in our first weekend on 25th & 26th July. They will be sent an exclusive booking link by email.

From the 27th July all our adult climbers can come climbing. To keep the centre calm for the first week at least, we will not allow children in the centre until 3rd August. 14 - 17yrs who are **already** signed off are exempt from this rule.

### Pre-Booking Essential!

Click the ["Book Now"](#) button and pre-book your slot now! Members can book 7 days in advance, PAYG and Punch Card holders get 48hrs. We are having to do this so that we can ensure that we keep to a reasonable capacity in the center, making sure you can climb in an open and fairly quiet space.

The best way to book your slot is to get the **RGPro Connect App** on your phone. This saves your details so that regular bookings can be made in seconds. Get it here for [Android](#), or [Apple](#).

Sessions are between 2 and 3 hrs long. So with a quiet centre you'll have plenty of time to climb and have socially distanced catch ups.

### Memberships

We will re-start all memberships on 27th July. We'll take for the end of July and all of August on the 1st August. If you want to cancel your membership you can find a **member change request** form on the main site.

### Instruction

Taster Session, Better Bouldering, Boulder Social and Coaching will not be provided immediately.

We will bring these sessions back as soon as possible.

## **Route Setting**

Almost inevitably all bouldering walls have some “pinch points” where there is just not that much space to stand when you are not climbing. This happens when there are two walls share a landing zone. We only really have one place where this is an issue and it’s on the “15 degree” wall at the back of the main area. So this will be stripped to give more space for standing around between climbs.

## **Liquid Chalk and Hand Sanitiser**

We have been working closely with @massifclimbing to create a liquid chalk / hand sanitiser solution. As you may have seen last winter we were trialing a system of communal Liquid Chalk. This massively reduced the chalk in the air and made for a cleaner and more pleasant environment for everyone.

During lockdown we’ve been talking a lot with Tad from Massif about the possibility of liquid chalk acting as a hand sanitiser. Unfortunately the short answer is that liquid chalk is not recognised as a hand sanitiser. The WHO has very specific requirements and ingredients for hand sanitiser. The alcohol content alone does not make it work. It may well do the job but it also may well not.

Most hand sanitisers have a lot of “gel” in them to make your hands feel moisturised after using them. Not exactly what you want before you climb. So Massif have created us a customised hand sanitiser with the minimum gel allowable, we will have this for use next to the liquid chalk stations. So you sanitise your hands, then use the Liquid Chalk, then crush. The result is actually really impressive. It’s the best liquid chalk we’ve ever used!

You will be allowed to use loose chalk as well, if you feel you need to, but we will be encouraging you to use as little as possible to help us keep the place clean and the air quality high.

## **Cleaning**

Before opening back up we are doing a big spring clean. It’s such a great opportunity to do it when no-one is around, and it’ll be nice for the place to feel fresh. Once open we will be actively cleaning more than we used to in certain areas like the changing rooms and lockers.

The gym will be open but we will encourage you to sanitise your hands before you go in. And there will be some cleaning equipment in there (spray, etc) so you can

clean the mats or bars if you wish. The fingerboards we'd rather you did not spray but we definitely want you to sanitise your fingers before using them.

We cannot guarantee that everything you touch in the centre will be perfectly clean. We cannot clean the holds between every use for example, so can't keep the centre to the standard of a hospital or a clinical setting. But we can give you the best opportunity to keep your hands clean, by providing hand sanitiser and soap, and ensuring the capacity is low enough that you can keep some distance from your friends and fellow climbers.

On a side note, we always encourage everyone **NOT to wear your climbing shoes in the loos.....** Thanks :)

### **Supervising Children**

When we first open we want as calm an environment as possible. While many of you may be used to bringing your children to the wall, and your kids understand the climbing wall environment and social distancing, we do find that children disproportionately take up Duty Managers time when they are not supervised to the high standard we require.

So to relieve the pressure on the team for the first week or two we will only be open to adult unsupervised climbers. The team are having to learn a whole new way of working and we want to make sure we nail it. Under 18s that are signed off to climb unsupervised are exempt from this rule.

We will open back up to supervised children as soon as we are comfortable that the system we have is bedded in. **You will be able to book this via the new booking system.** Initially there will only be a couple of slots per day that we will allow children in (first sessions of the day) so make sure you book it up as soon as you can.

### **Face Masks / Coverings**

So you don't have to wear one, but we would encourage you to do so while you're wandering around the centre (not so much when you're climbing). Our staff will wear them at different times, like if they are in face to face communication with a customer or other staff, or if they are cleaning.

But who knows, the government may change the rules at any moment.....