



# HOW TO **RE-OPEN** FACILITIES AFTER **COVID-19?** **ENGLISH ANSWERS**





## WOULD GUESTS BE WILLING TO ACCEPT CERTAIN LIMITATIONS IN ORDER TO GO BACK TO LEISURE FACILITIES AGAIN?

Clip 'n Climb has carried out a **three-week study**, and asked **leisure facilities guests to give their point of view**, on measures that could be taken within facilities to ensure safety while still maximizing guest experience.

The study was completed by over **700 respondents from all over the world**. The following results are gathering over **420 answers from the English** version of the survey.

We hope this helps,

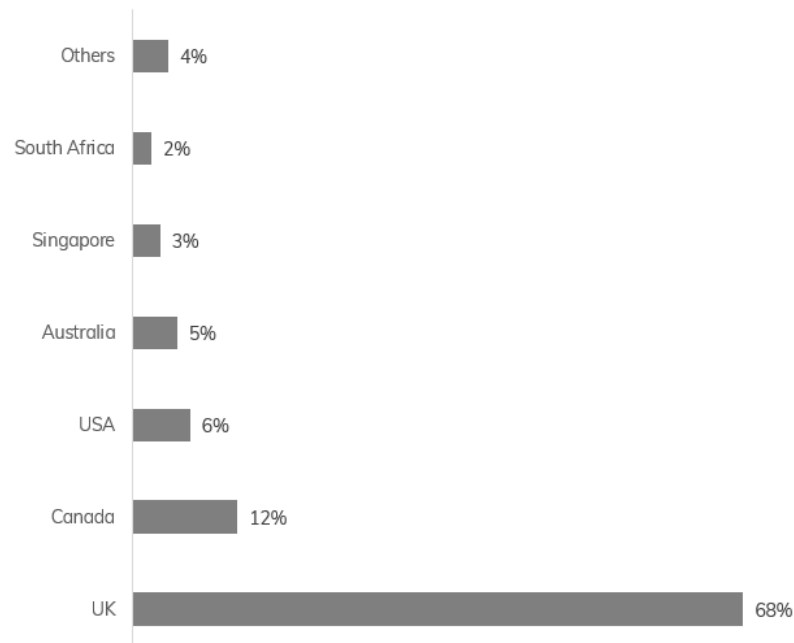
The Clip 'n Climb Team



# WHO ARE THE RESPONDENTS?

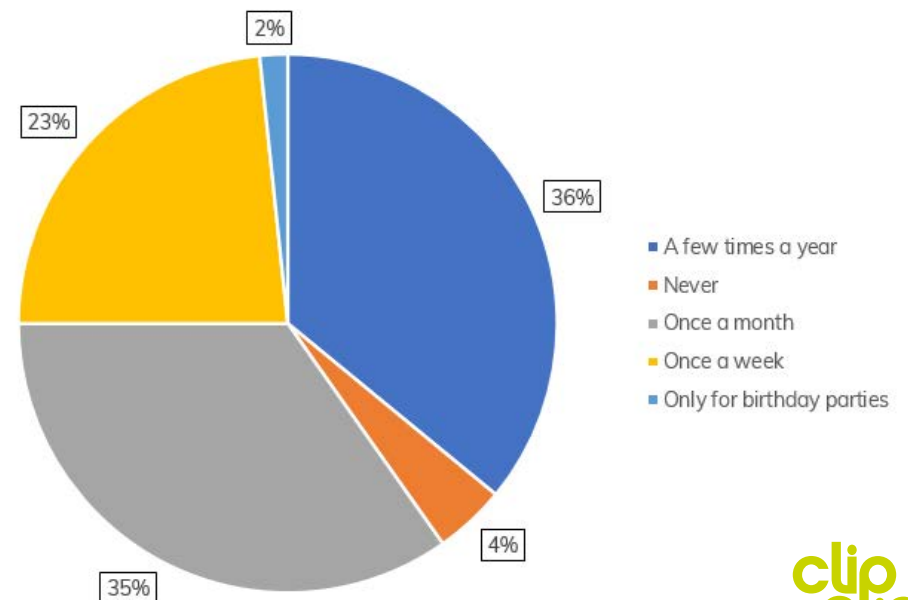
More than 420 respondents answered the survey in English and were mostly from the UK (68%) and Canada (12%).

Where are you from?



The respondents **come on a quite regular basis** (58%)

How often do you visit an entertainment facility?



# WHO ARE THE RESPONDENTS?

The audience surveyed visit leisure facilities:

**With family** (54%)

**With friends** (48%)

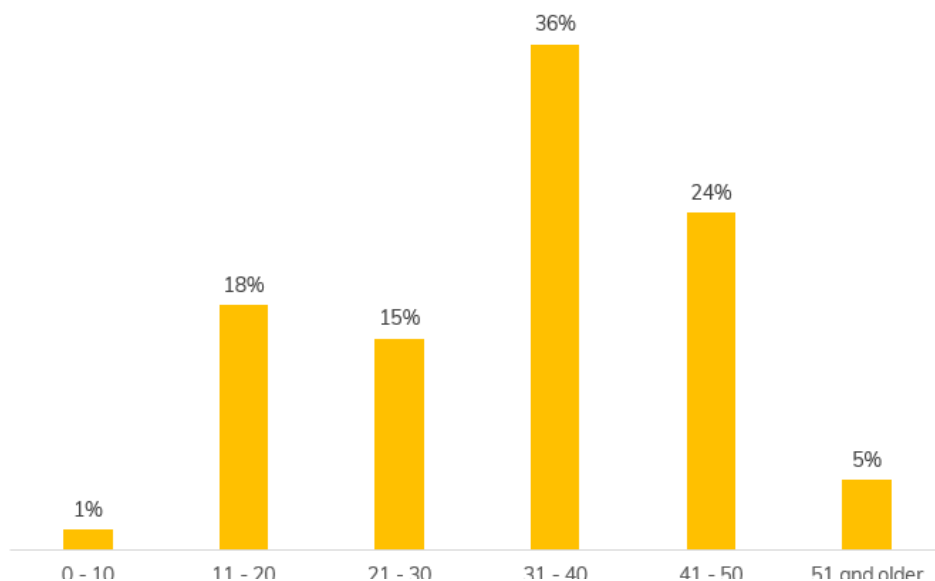
As a chaperone (10%)

On their own (7%)

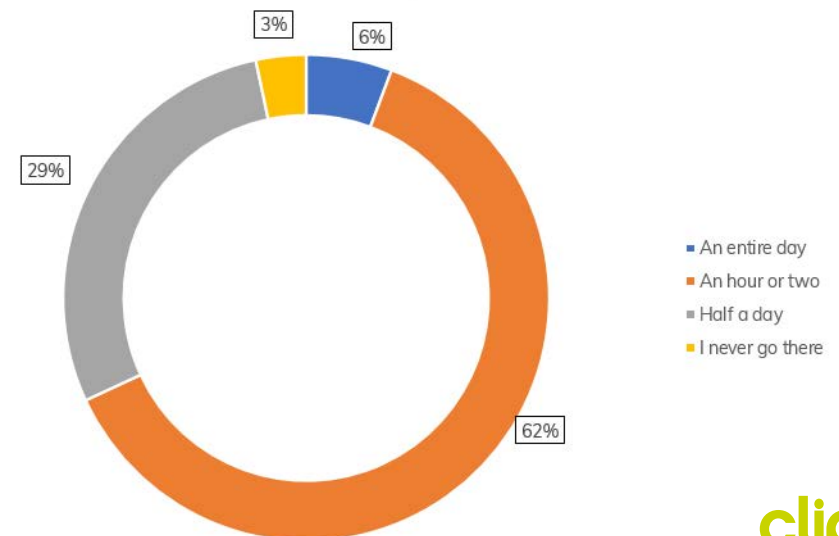
Doing team-building activities (5%)

The respondents tend to come for an **hour or two in a leisure facility** (62%).

How old are you?



How much time do you usually spend in a leisure facility?



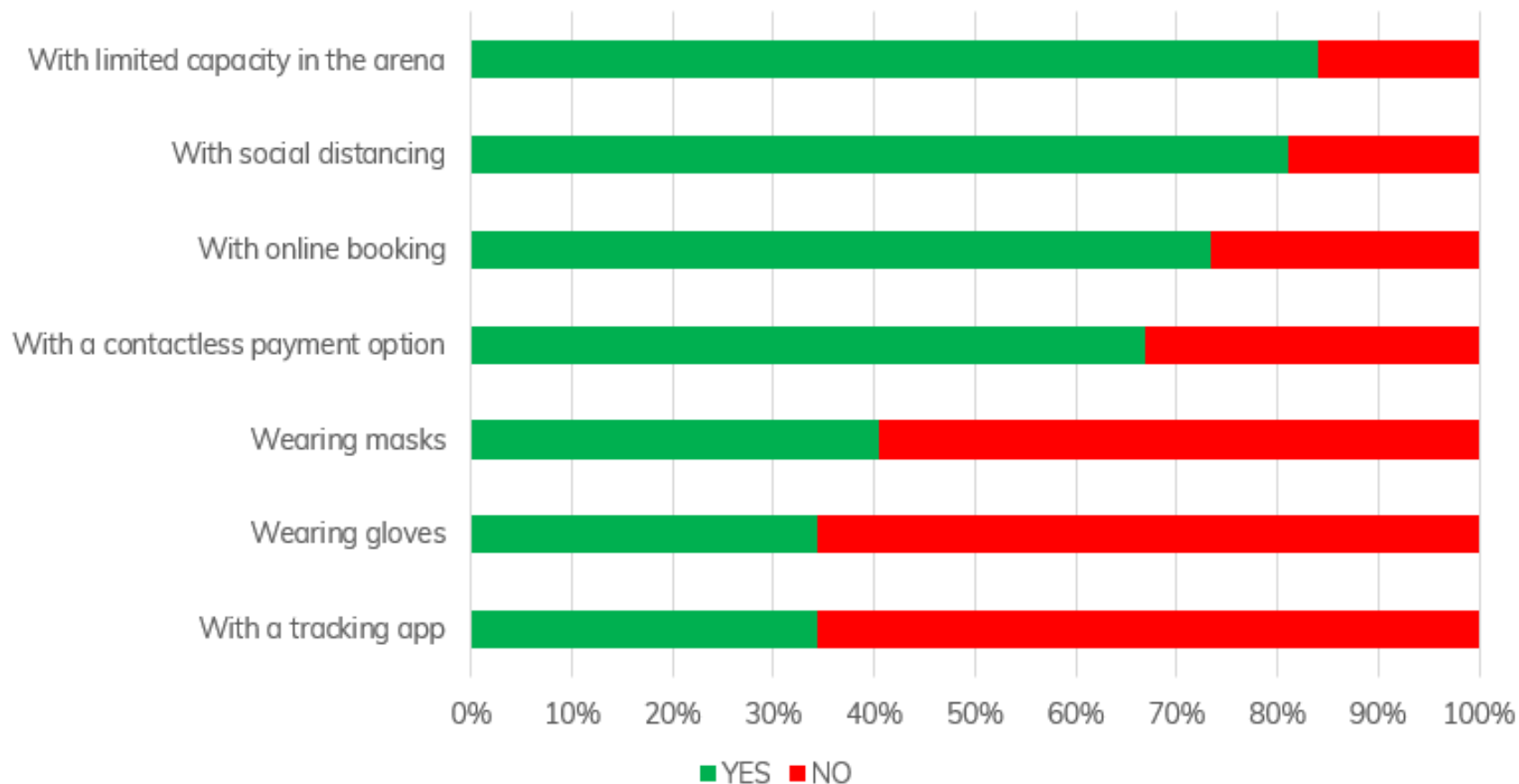
# COVID-19 RISK MITIGATION MEASURES

Respondents have stated a high interest for limited capacity in the arena, social distancing, online booking and contactless payment option (over 65%).

Wearing a mask/gloves or having an app to notify them the current number of people in the arena is mostly a NO for respondents, which means they don't find it necessary when practicing the activity.

67% of respondents were in support of a designated area in the facility to have fun.

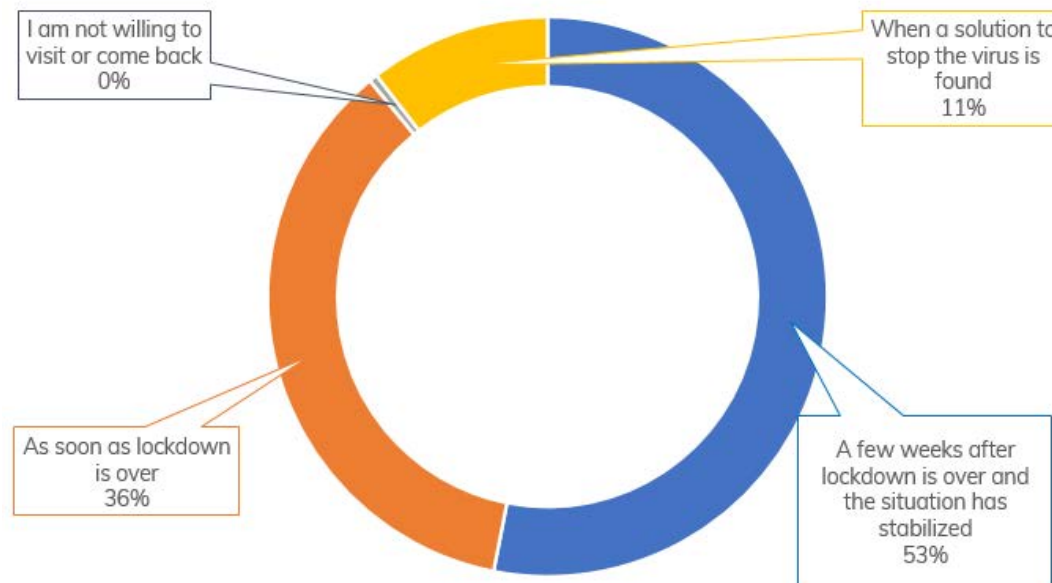
## Would you be more reassured taking part in fun activities...



# COVID-19 RISK MITIGATION MEASURES

Concerning the period when people will feel confident enough to go back to leisure facilities, 53% stated that they would **wait a few weeks after lockdown is over** for the situation to stabilize. 11% would wait until a vaccine is found.

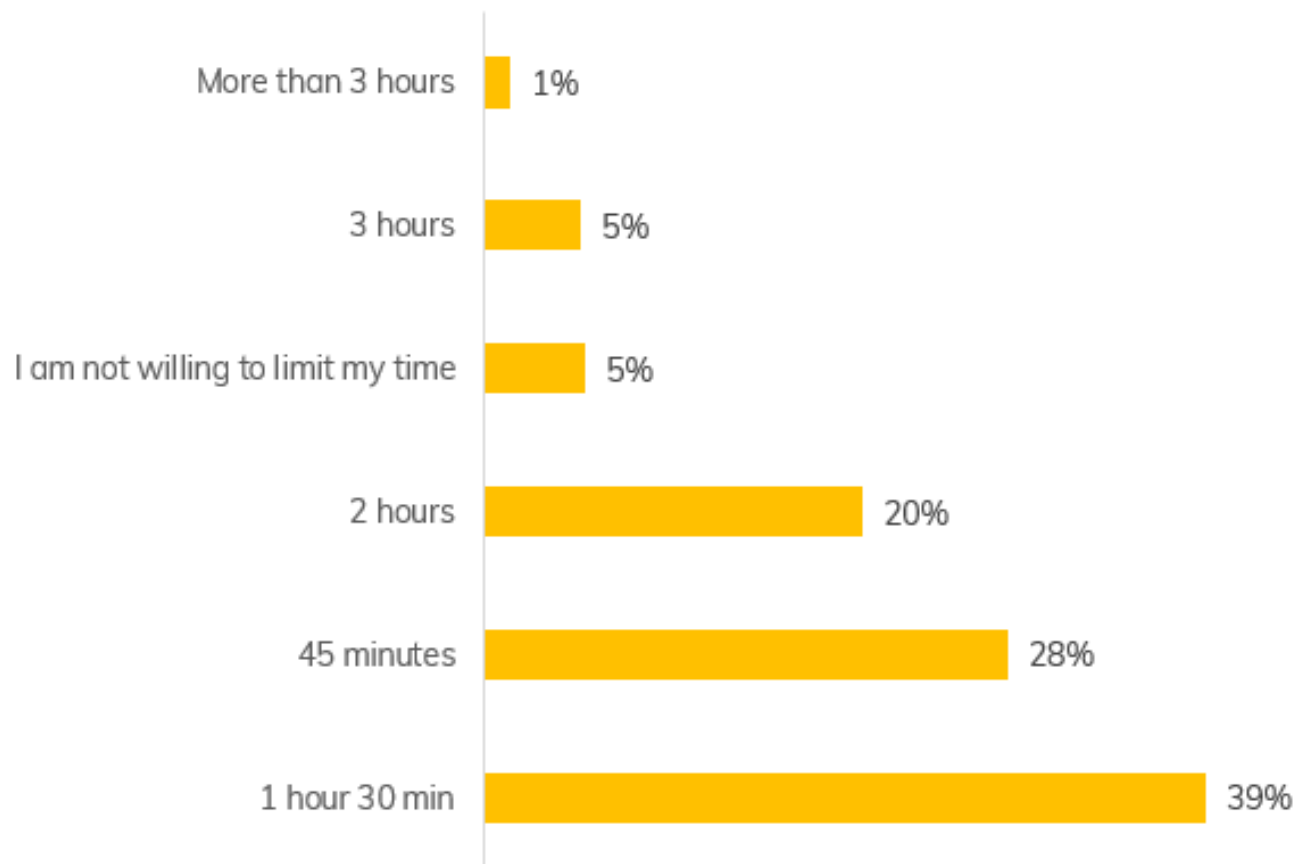
When would you be ready to visit again an entertainment facility?



# COVID-19 RISK MITIGATION MEASURES

We also discussed the idea of timeslots and what would be the amount of time within a leisure facility they find reasonable. **39% want to be able to have fun for at least 1h30** and either a little bit more or a little bit less. 3 consecutive hours was not a favored answer.

What is the minimum amount of time practicing that you would find acceptable?



# BEST PRACTICES

We asked respondents to tell us their ideas on measures that could be implemented within leisure facilities to reassure them.

Take the following list as various suggestions from visitors and hints to get ready!

CLEANING	ORGANISATION	CHECKS	EQUIPMENT
<p>Hand sanitization</p> <p>High hygiene standards</p> <p>Ventilation</p> <p>Communication on the cleaning schedule</p>	<p>Sanitization stations for hands and shoes at the entrance, at the exit and within the venue</p> <p>Streamline process to optimize time in the venue just for the activity</p> <p>Designated waiting area</p> <p>One-way system to enter/exit</p> <p>Stickers on the ground to visualize social distancing</p> <p>Break for cleaning between sessions</p> <p>Rotation in activities</p> <p>Household time slots</p>	<p>Temperature checks</p> <p>List of symptoms to review before the activity</p> <p>Monitoring of staff and guests to make sure everyone respects measures</p>	<p>Equipment sanitization</p> <p>Personal Protective Equipment</p> <p>Funny masks</p>



# CONCLUSION



Overall, we can say that most of usual guests in leisure facilities are willing to come back when the situation is stabilized. They are ready to follow rules and be adaptative.

However, they will favor digital solutions to pay and to book a time slot.

Guests' habits won't change a lot concerning the practicing time, as they will still tend to have fun for 1h30.

Personal protection equipment is not something they would find reassuring. It might be more inconvenient for them. So make sure you have enough sanitization stations in your facility and you plan a cleaning schedule.

As a reminder, the presented results are just a consultation. You can use these as a guide to re-open your doors. It is up to you and your local authorities to make the right decisions.

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