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INTERNATIONAL



HOW TO **RE-OPEN**  
FACILITIES AFTER  
**COVID-19?**  
**FRENCH 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 **100 answers from the French** version of the survey.

We hope this helps,

The Clip 'n Climb Team

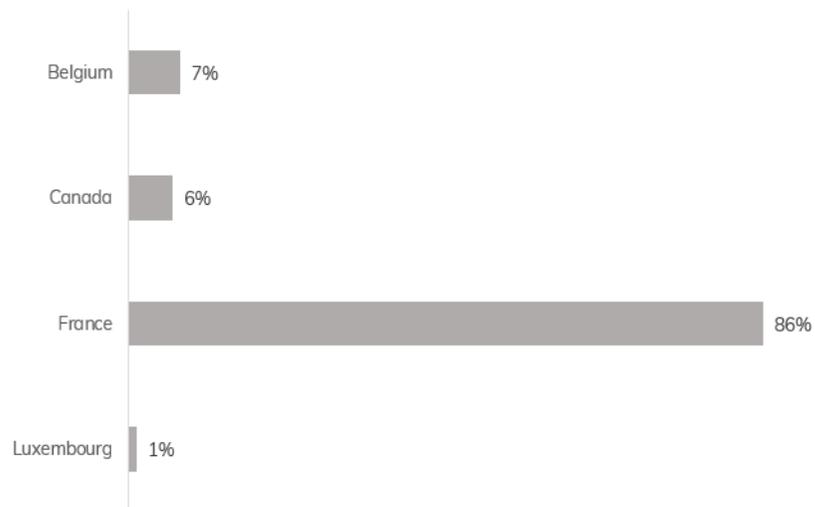


# WHO ARE THE RESPONDENTS?

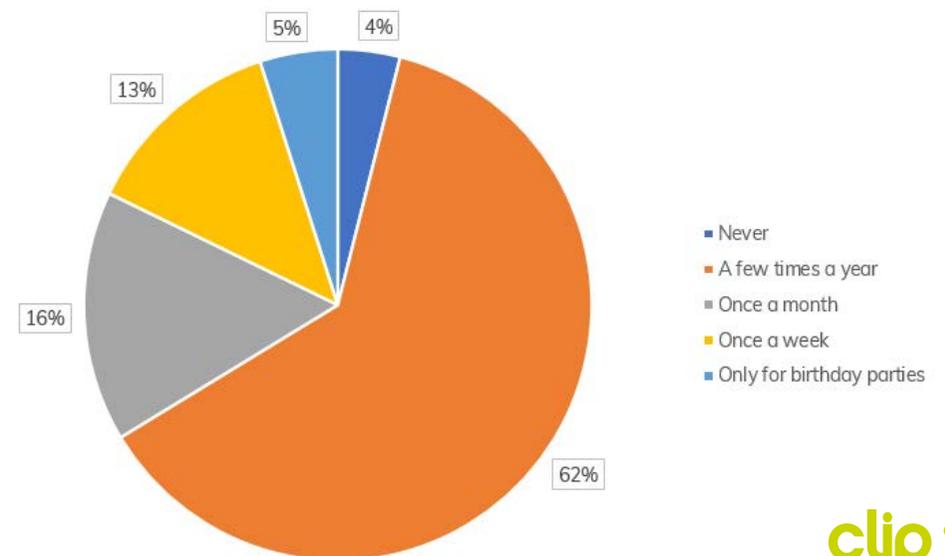
More than 100 respondents answered the survey in French and were mostly from France (86%).

The respondents **come mostly a few times a year**

Where are you from?



How often do you visit an entertainment facility?



# WHO ARE THE RESPONDENTS?

The audience surveyed visit leisure facilities:

**With family (79%)**

**With friends (35%)**

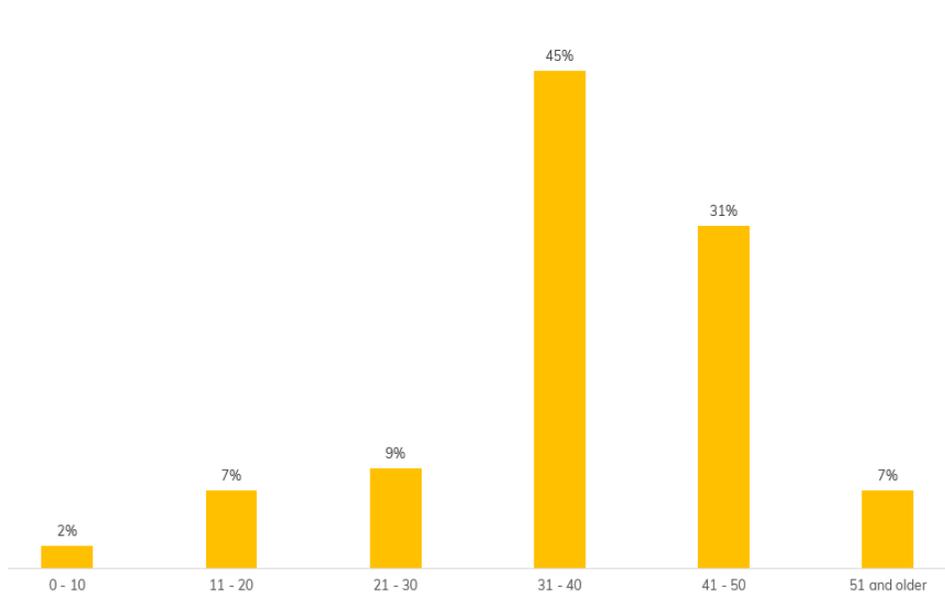
As a chaperone (22%)

Doing team-building activities (2%)

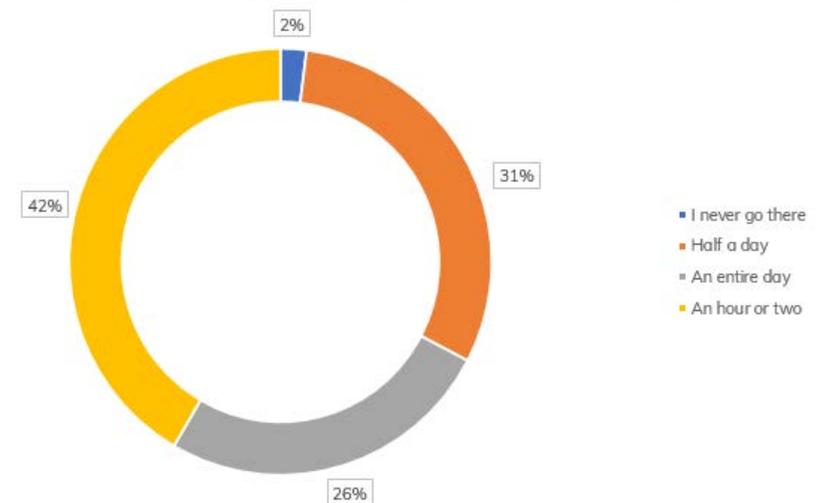
On their own (1%)

The respondents tend to come for an **hour or two (42%)** or **half a day (31%)** in in a leisure facility

How old are you?



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

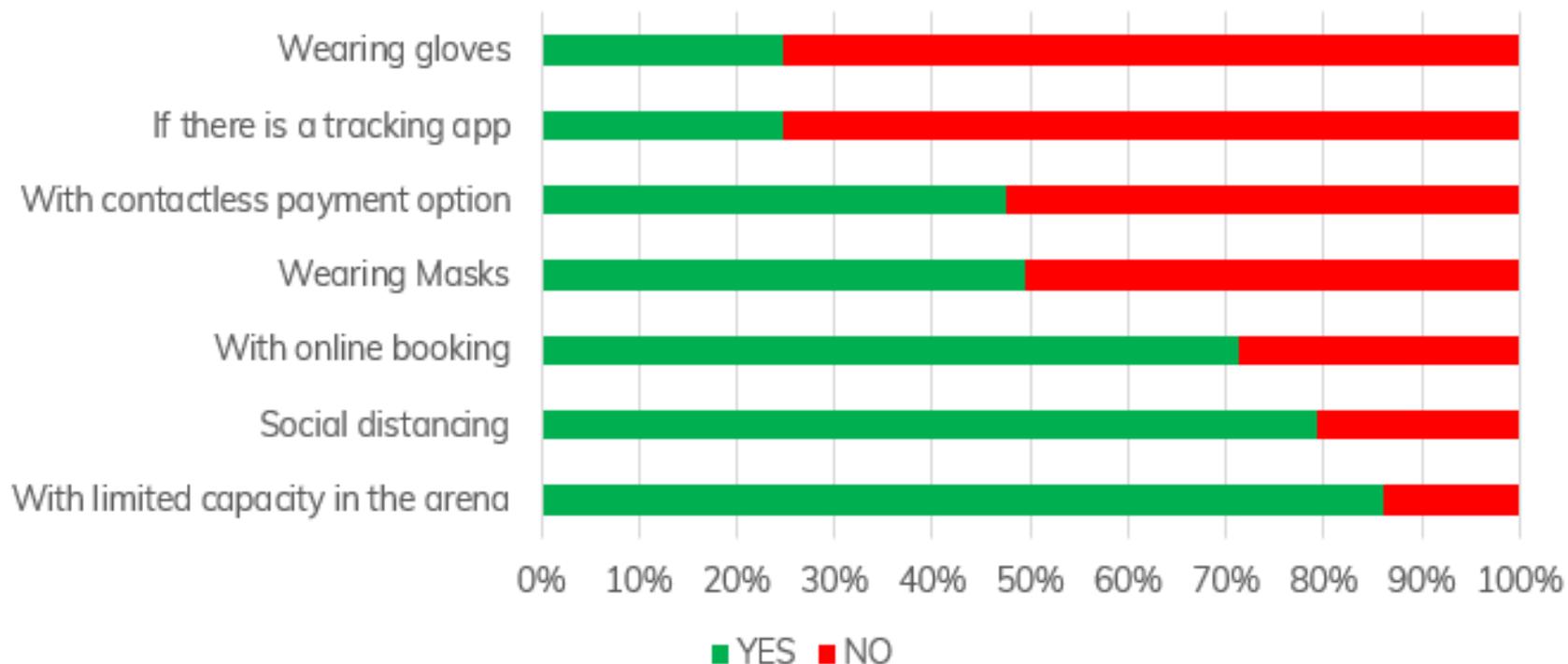


# COVID-19 RISK MITIGATION MEASURES

Respondents have stated a high interest for limited capacity in the arena, social distancing and online booking  
Masks and contactless payment option are still relevant and should be considered. While the tracking app and gloves don't seem to influence the state of mind of visitors.

70% 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

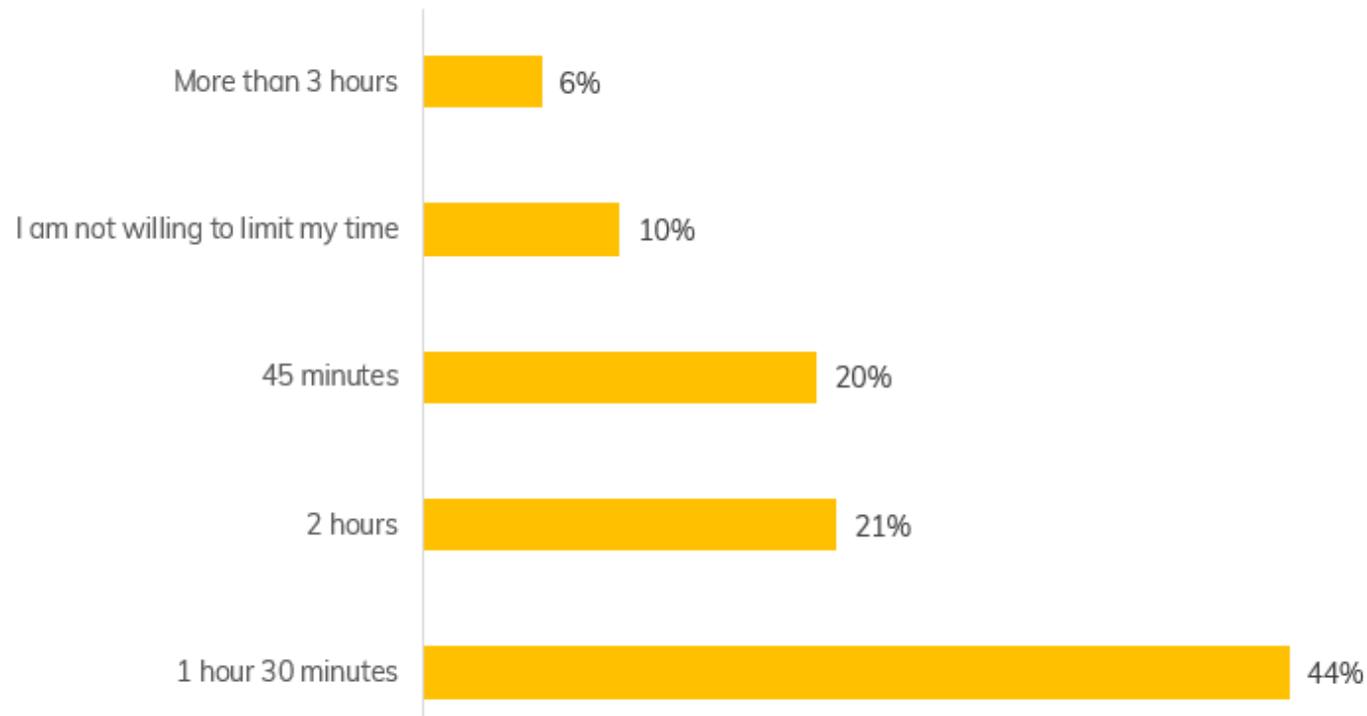
Concerning the period when people will feel confident enough to go back to leisure facilities, 57% stated that they would **wait a few weeks after lockdown is over** for the situation to stabilize. 15% would wait until a vaccine is found.



# 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. **85% want to be able to have fun for 2 hours or less.**

What is the minimum amount of practicing time 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.

Guests are willing to respect social distancing and expect operators to communicate about it as well as have sanitizing stations.

The online booking system is something interesting, that could help to ensure a minimum of reservation.

As guests used to come in leisure facility for an hour or two, their habits won't drastically change on that point.

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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