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HOW TO RE-OPEN FACILITIES AFTER COVID-19?

GERMAN 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 **50 answers from the German** version of the survey.
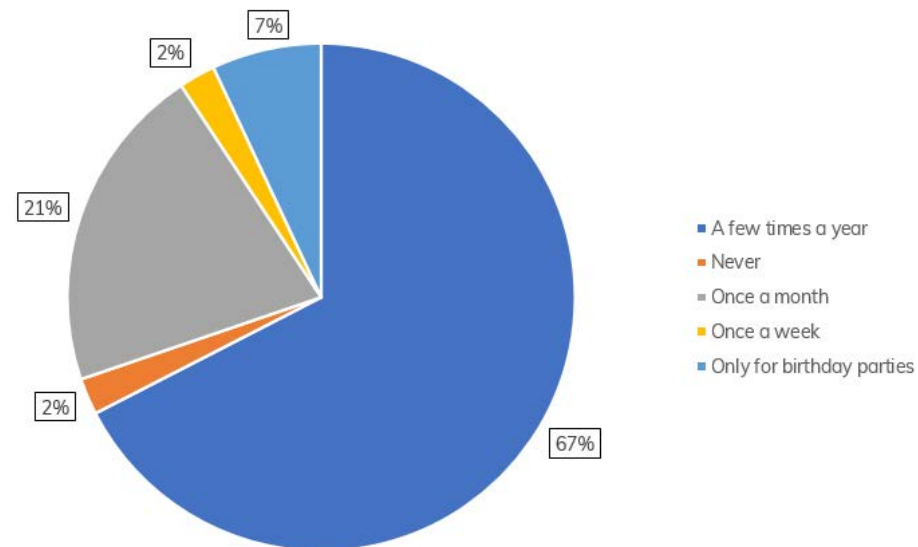
We hope this helps,

The Clip 'n Climb Team

WHO ARE THE RESPONDENTS?

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

How often do you visit an entertainment facility?

- 7%
- 2%
- 21%
- 2%
- 67%

- A few times a year
- Never
- Once a month
- Once a week
- Only for birthday parties

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WHO ARE THE RESPONDENTS?

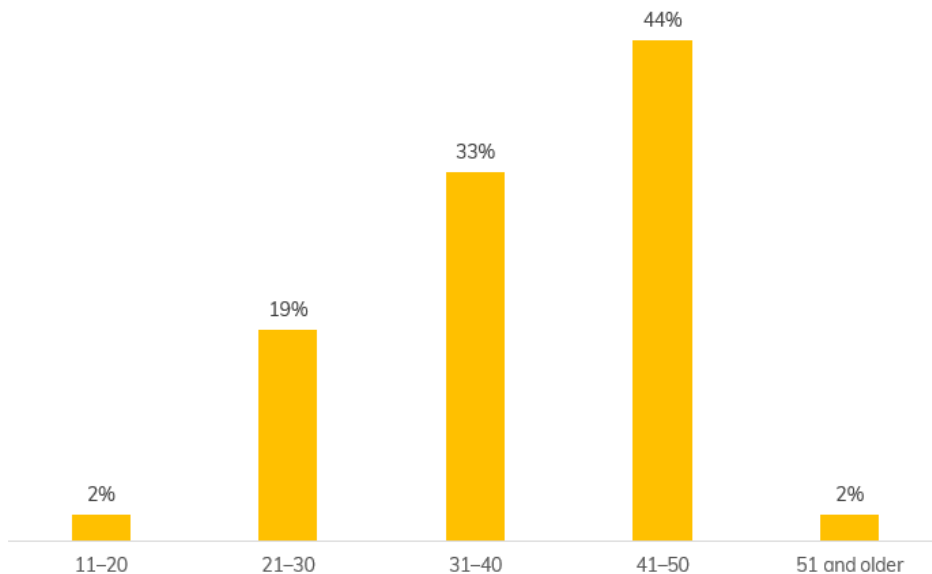The audience surveyed visit leisure facilities:

With family (65%)

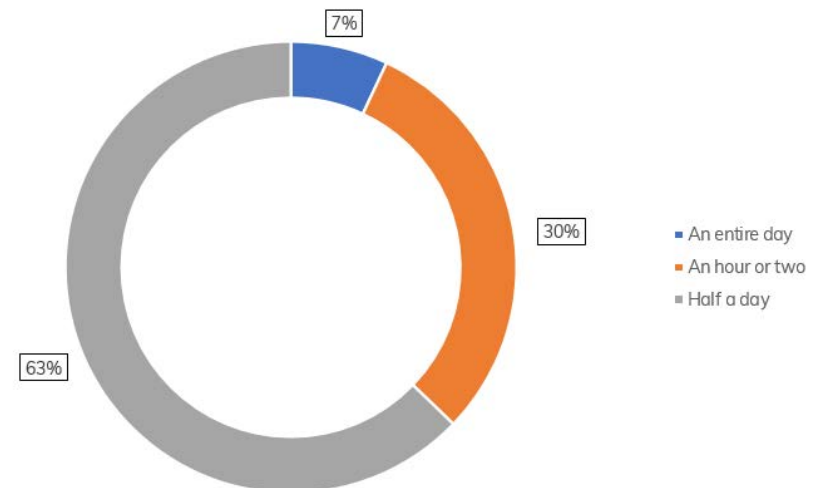**With friends** (28%)

On their own (5%)

As a chaperone (2%)

The respondents tend to come **for half a day in a leisure facility** (63%).

How old are you?

- 11–20: 2%
- 21–30: 19%
- 31–40: 33%
- 41–50: 44%
- 51 and older: 2%

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

- 7% — An entire day
- 30% — An hour or two
- 63% — Half a day
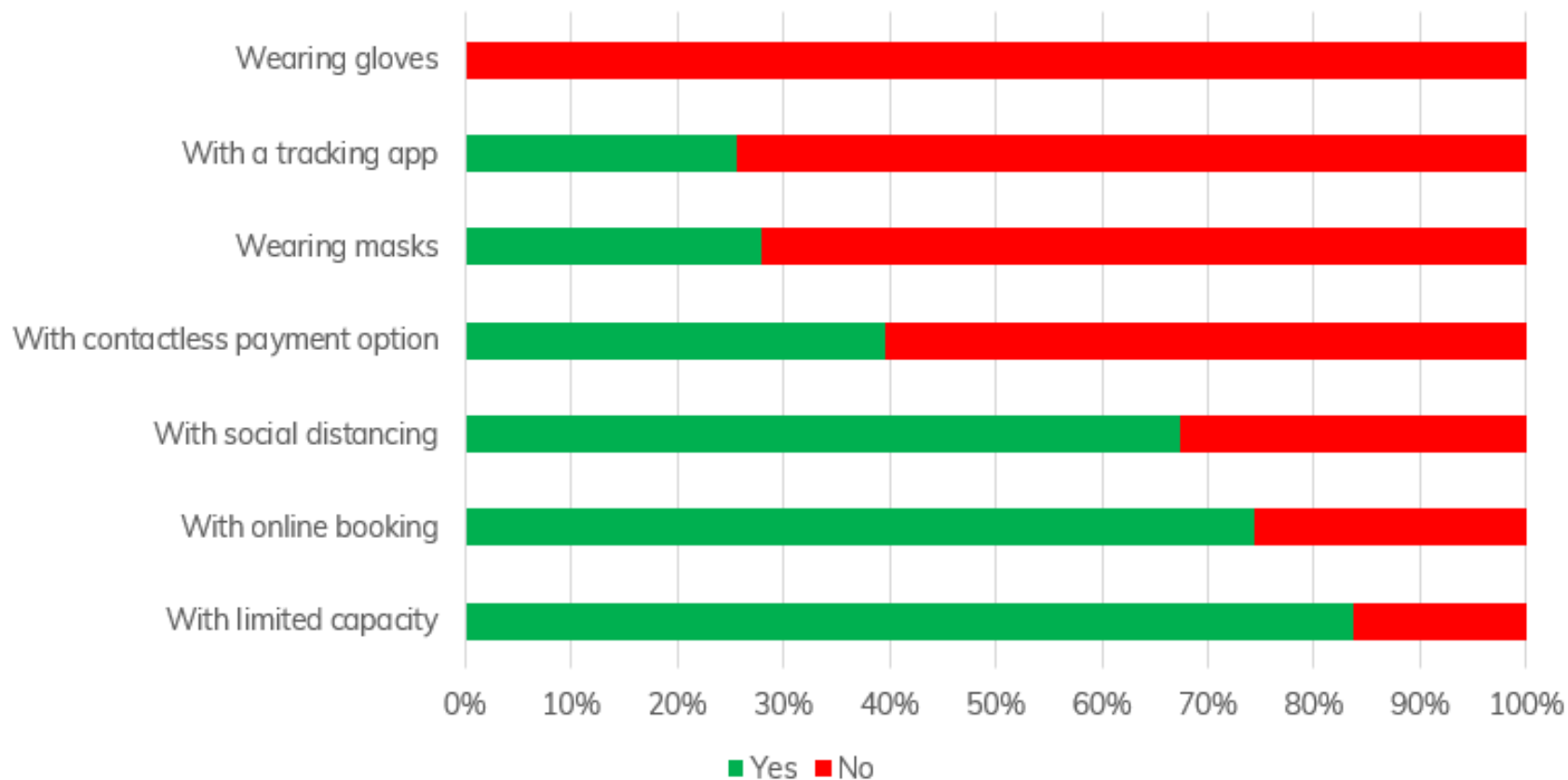
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COVID-19 RISK MITIGATION MEASURES

Respondents have stated a high interest for limited capacity in the arena, online booking and social distancing (over 65%). Gloves are not a safety precautions for them and it would not reassure them. A tracking app and masks are not among the most reassuring measures.
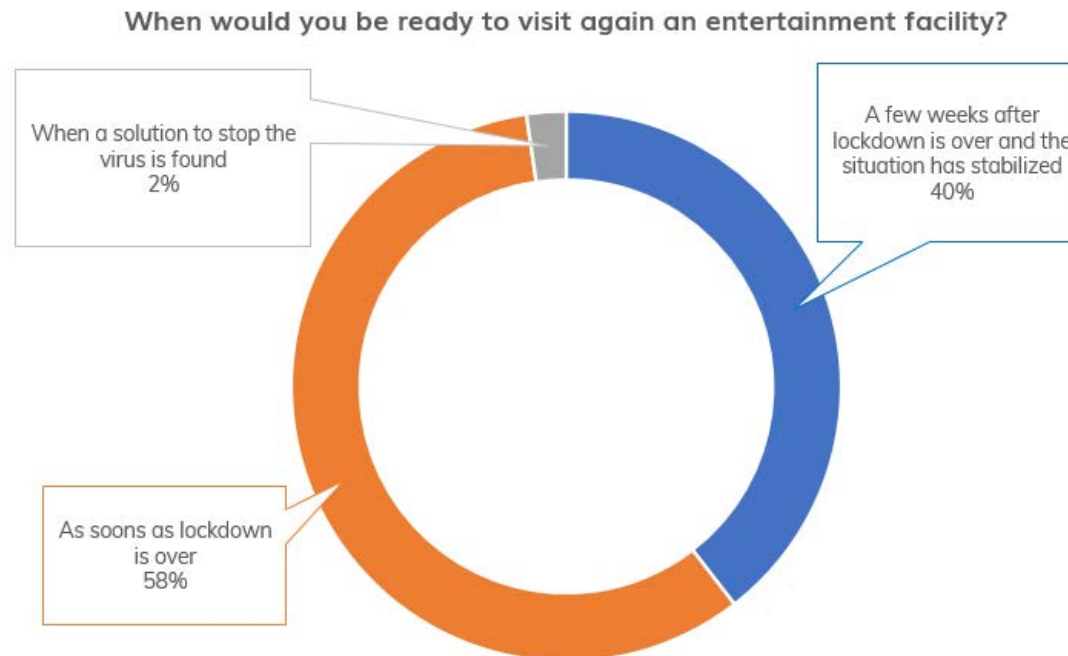
56% of respondents were **not in support of a designated area** in the facility to have fun.

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

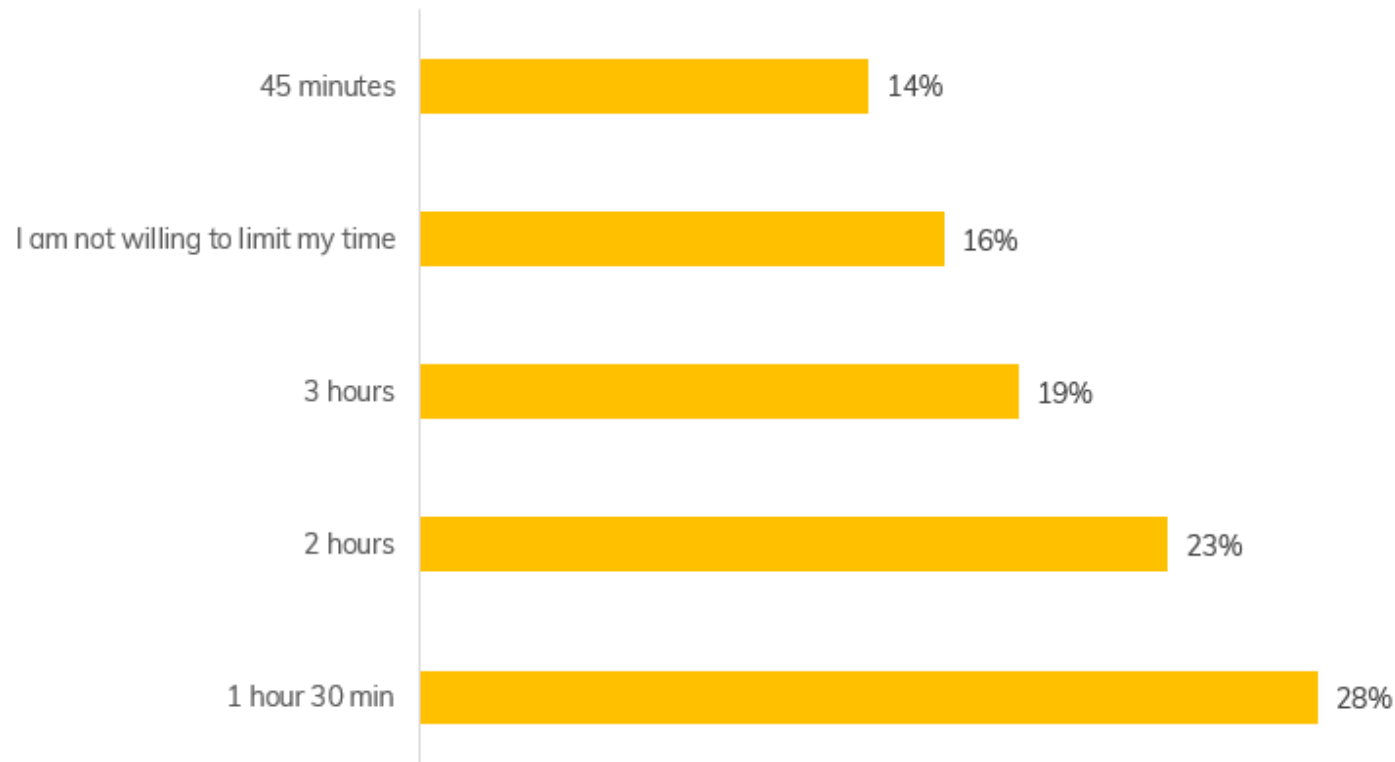■ Yes ■ No

COVID-19 RISK MITIGATION MEASURES

Concerning the period when people will feel confident enough to go back to leisure facilities, **58% stated that they would be ready to visit again entertainment facility as soon as lockdown is over.** Only 2% would wait until a vaccine is found.

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

When a solution to stop the virus is found
2%

A few weeks after lockdown is over and the situation has stabilized
40%

As soons as lockdown is over
58%

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. **28% want to be able to have fun for at least 1h30** and 45 minutes appears as a short amount of time.

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

Answer	Percentage
45 minutes	14%
I am not willing to limit my time	16%
3 hours	19%
2 hours	23%
1 hour 30 min	28%

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

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CONCLUSION

Overall, we can say that most of usual guests in leisure facilities are willing to come back as soon as the situation allows. They are ready to follow rules and be adaptative. However, they would not find personal protection equipment relevant in the arena.

Guests are willing to respect social distancing and expect operators to communicate about safety measures as well as have sanitizing stations. They also might wish for longer sessions to make sure they have enough time to enjoy activities even after safety briefing that might take longer for example

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

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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