

Koru Kayak Adventures and Koru SUP Adventures – Safe Operating Guide

Your Booking

- Bookings by guests can be made via the new guest app or by phoning Tom and Hetty at Koru direct on **07941027732** or emailing enquiries@korukayaking.co.uk.
- We are able to offer up to 6 spaces for kayaking and 6 for Sup on adventures.
- If any members of your household are suffering from or showing symptoms of COVID-19, you must all self-isolate & please cancel your trip. You will receive gift vouchers for a future trip or receive a full refund.
- If any of your household are vulnerable or have underlying health issues, they are advised to heed government advice.
- Please inform Koru staff of your swimming ability, fitness levels and any medical conditions before the day of your trip. We will require you to complete a form either on-line via the google form below or on hard-copy. This covers important information that we need to know prior to any trip as well as wetsuit hire requirements. Please note that you are encouraged to bring your own wetsuits/wetsuit shoes wherever possible.
<https://docs.google.com/forms/d/1nrlHOPnj0khGuicUTyPTHiyucrhfQQAa-RgLkDEzITA/edit#question=930662881&field=692503177>
- Any trip is weather dependent and under the current guidelines, we will always err on the side of caution, in terms of deciding whether to continue with any trip.

Parking

- Non-hotel residents, please follow the signs to the designated car parking area.
- Car parking for our customers is behind the swimming pool and new properties at the far end.
- Please do not park in front of the holiday homes.
- Please do not drive down the track towards foreshore.

Getting to the Venue from the hotel, self-catering units or car park

- It is a 5-minute walk from the hotel or the car park to the foreshore and boat shed.
- Please take the path from the front of the hotel and walk past the new holiday homes, Grebe and August Rock, using the pedestrian gate and after 50 metres turn right following the path to the foreshore and the boat house is located to the left.

Changing and preparing for trip

- There are changing spaces available in our boat shed at the foreshore.
- Guests of the hotel should change in their hotel rooms or self-catering units and make their way down to the foreshore at the allotted time.
- There is a secure area to leave personal belongings during your trip.
- Your kayak, SUP, paddles, buoyancy aids, wetsuit & booties (if required) will all have been cleaned thoroughly using antibacterial solution and rinsed prior to your arrival.

Briefing and Launching

- We encourage you to please continue to maintain social distance.
- Please bring your own water with you for your trip.
- You will be responsible for taking your kayak, SUP and paddles into the water for launching.
- Please familiarise yourself with equipment and techniques before we leave the bay.

During Your Guided Kayak/SUP Trip

- Please keep to the safety procedures stated during briefing.
- When landing, step off the kayak/SUP in a safe manner and lift your kayak/board above the tide water mark and bring your paddles with you.

In the Event of Capsize

- In almost all capsize situations, the customer can correct the kayak/SUP and re-mount by themselves with verbal guidance and support from the guide from a distance.
- Where the customer is unable to re-mount the kayak/SUP, the customer will be instructed to hold onto one end of the kayak/SUP and the guide will tow the kayak/SUP and the customer to the nearest shallower water or shore where they can relaunch themselves.

After Your Kayak/SUP Trip

- Please lift kayaks, SUPs and paddles to the area outside the boat shed.
- All buoyancy aids, wetsuits and booties to be placed in the cleaning bins with antibacterial cleaning solution.
- We encourage you please to wash your hands for a minimum of 20 seconds in the toilet area or use hand sanitizer before getting changed.
- Guests of the hotel should return to their hotel rooms or self-catering units to change.
- Some photos from your trip may be loaded to Facebook/Twitter/Instagram, but only with your permission. USB memory sticks with photos of your trip are available for purchase. We can also offer online photos via a shared folder.
- Also available are our Koru Kayaking 2021 t-shirts, which are supporting Surfers Against Sewage, available through our website shop.
- If you have any questions regarding our coronavirus standards and procedures, please contact us on **07794 321827** or by email to enquiries@korukayaking.co.uk.