



Developing Mountain Biking in Scotland – 13<sup>th</sup> July 2020

## **ADVICE ON RE-OPENING BIKE HIRE FOR MOUNTAIN BIKING IN SCOTLAND (PHASE 3)**

### **Introduction**

Following the publication of the Scottish Government's route map through and out of the Covid-19 crisis, this document provides outline advice from Developing Mountain Biking in Scotland (DMBinS) to bike hire retailers to support a safe environment to reopen to visitors.

### **Update**

Under this new guidance all bike hire retailers can open within phase 3 guidelines. **All** facilities should be operated in line with Scottish Government guidance on health, physical distancing and hygiene, which can be accessed at [www.gov.scot/coronavirus-covid-19/](http://www.gov.scot/coronavirus-covid-19/)

Please also read the helpful VisitScotland guidance on opening your service/shop.

<https://www.visitscotland.org/supporting-your-business/advice/coronavirus-recovery/preparing-to-open>

And the Visit Britain – Good to Go certification <https://goodtogo.visitbritain.com/your-business-good-to-go-scotland>.

### **Before Opening**

- Contact your Local Authority and/or your Landlord to ask for their advice on opening your bike hire operations
- Contact your insurance provider to ensure your operation is insured when opening
- Risk assessments of your premises should focus on the following:
  - Touch points (doors, counters etc) – how you can minimise or eliminate these through the customer journey. Try to leave them open where possible.
  - Maintaining 2m distance – how your customer journey will seek to clearly and easily communicate a 2m physical distancing procedure, such as floor spacing markings.
  - Till Management – how you will communicate where to stand, how to pay, where to collect and any contactless limit.
  - Rider hygiene – recommend each rider uses hand sanitiser, minimum 60% alcohol, before handling any bikes.
  - Staff hygiene – consider the need for staff to wear face covers/masks, install shields to protect staff/customers. Also ensure is there hand sanitiser easily available for staff to use, encourage staff to not touch their face and consider washable gloves and aprons for staff to wear.
  - Number of hires per day – we recommend hiring to as few people as possible each day, particularly adults, how can you safely ensure bikes will only be hired to one adult per day.



- Drop off – how you can protect staff so there is minimum handling of bikes into position for cleaning the bikes – can riders place them into a clearly marked position ready for cleaning?
- **Car parking** – if you manage a car park as part of your facility seek advice from your Local Authority on good practice on managing their use.
- **Toilets** – may be opened following guidance from the Scottish Government.  
<https://www.gov.scot/publications/coronavirus-covid-19-public-and-customer-toilets-guidance/pages/hygiene-measures/>
- **Staff** - ensure that relevant workplace guidance is followed by staff and ensure existing health and safety advice is maintained and aligned. This should be detailed in the risk assessment. No one who is self-isolating or symptomatic should be at work. For those who are demonstrating signs of infection they should self-isolate for 7 days and other household members should self-isolate for 14 days.
- **Signage** – where possible provide signs to encourage not only safe compliance through the customer journey (as detailed in your risk assessment) but also for riders to adhere to safe practices on the trails (free downloads below)

## Cleaning/Quarantine Hire Bikes and Helmets

### Bikes

- Cleaning bikes - Cleaning products should conform to EN14476 standard or any detergent is followed by chlorine releasing agent. Bikes should be thoroughly cleaned with special focus on grips, handlebar, top tube and saddle – due to the likelihood of those bike parts being touched regularly by customers.
- Drying bikes – after cleaning regime all bikes should be stored in a well-ventilated location ensuring they are dry before the next use.

#### OR

- Quarantine bikes – if you do not wish to undertake the above cleaning protocols for bikes then you should consider how to remove visible dirt and then quarantine the bike for 72 hours.

### Helmets

- Cleaning helmets - Helmets should be thoroughly cleaned with cleaning products that conform to EN14476 standard or any detergent is followed by chlorine releasing agent.
- Drying helmets – after cleaning regime all helmets should be stored in a well-ventilated location ensuring they are dry before the next use.

#### OR

- Quarantine helmets – if you do not wish to undertake the above cleaning protocols for bikes then you should consider how to remove visible dirt and then quarantine the bike for 72 hours.



## Cleaning/hygiene

- Along with leaving entry points open where possible. Bike hire operators should consider, if at all possible, cleaning regimes for any touch points (e.g. wiping down counters and door handles and regular deep cleans of your facilities).
- Cleaning products should conform to EN14476 standard or any detergent is followed by chlorine releasing agent
- Please read more at the official guidance (below)
  - [www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/](http://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/)
  - [www.hps.scot.nhs.uk/a-to-z-of-topics/hand-hygiene/](http://www.hps.scot.nhs.uk/a-to-z-of-topics/hand-hygiene/)

## Communications

Please ensure the following is communicated on a regular basis using your social media accounts and website:

- **Online booking and payment preferred** – bike hire is strongly preferred to be via online booking.
- **Detailed information on customer journey** - Customers should be provided with detailed information on what to expect when they arrive at your location, the process they should follow when picking up and dropping off the bike.

### Wider Messages to Communicate to Riders

We highly recommend all bike hire operators to [review our current guidance](#) to riders and communicate the key messages to riders on a regular basis.

### Signage – As Riders Leave your Hire

[Free downloadable signs – feel free to add your own logos](#)

### What to do if the customer becomes ill with Covid 19 while out on the bike ride

We know that there is a low chance this happen will happen but:

Have a quarantine area that the bike hire shop can put the ill persons bike when they return from their hire session, the ill person should handle the bike and put it there,

Advise them to go straight home do not deviate:

- Return home immediately (avoid using public transport)
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow
- They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.



If it is not an emergency, contact NHS 24. Use the 111 online coronavirus service which will ask about your symptoms and tell you what to do.

Or

Phone 111 if you cannot get help online.

If it is an emergency and you need to call an ambulance, dial 999 and inform the call handler or operator that you may have coronavirus (COVID-19).

### **Who shouldn't ride**

No one who is self-isolating should undertake outdoor sports activity (as per NHS guidance, anyone symptomatic should self-isolate for 7 days, household members should self-isolate for 14 days). Consider including this on websites and other advanced communication to users, and on signage at facility.

### **Conclusion**

Any new hazard needs to be properly understood before it can be managed. Covid-19 is a hazard that we are all learning to manage and live with. As we receive further information to assist in the safe ongoing management of your facility, we will advise as soon as possible. Further advice will also be supplied in advance of each phase of the lockdown route map.

We hope this advice helps you open your facility in a managed and safe manner. Please don't feel pressured to open your facility until you feel it is safe to do so.

### **More information**

#### **VisitScotland – Get Ready to Open**

<https://www.visitscotland.org/supporting-your-business/advice/coronavirus-recovery/preparing-to-open>

[Scottish Cycling Advice for Cycling](#)

[Guidance regarding riding unauthorised trails](#)

[ADVICE ON RE-OPENING TRAILS, PUMP TRACKS AND MTB SKILLS AREAS IN SCOTLAND \(PHASE 2\)](#)

[Advice for Mountain Bike Leaders](#)

Guidance for Trails Associations in Phase 3 (Coming soon)

[Guidance from Scottish Mountain Rescue](#)

[COVID-19 public health guidelines for Scotland – staying at home and physical distancing](#)

[Covid -19 advice from Health Protection Scotland on hand hygiene](#)



[COVID-19: Framework for decision making – overview of public engagement](#)

[Advice for first aiders during COVID – 19](#)