**Face Mask or Covering Guidance Wearing for the General Public for Managers**

The company have deemed that face masks or coverings should be worn by all members of the public whilst using our facilities as implemented by government guidance from 24 July 2020.

Facemasks / coverings will be available for all members of the public to purchase if they feel this is necessary from the reception areas.

Signage will be on all entrance doors advising the customers that face mask or coverings will be mandatory in all off ice areas and recommended for skaters to wear on public sessions.

There are a number of cases where wearing a face mask or covering is not required, these are:

1. Young children under the age of 11 (Public Health England do not recommend face coverings for children under the age of 3 for health and safety reasons)
2. Not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
3. If putting on, wearing or removing a face covering will cause you severe distress
4. If you are travelling with or providing assistance to someone who relies on lip reading to communicate
5. To avoid harm or injury, or the risk of harm or injury, to yourself or others
6. To avoid injury, or to escape a risk of harm, and you do not have a face covering with you
7. To eat or drink, but only if you need to
8. To take medication
9. If a police officer or other official requests you remove your face covering.

There are also scenarios when you are permitted to remove a face covering when asked:

* If asked to do so by shop staff or relevant employees for identification, the purpose of assessing health recommendations, such as a pharmacist, or for age identification purposes including when buying age restricted products such as alcohol
* if speaking with people who rely on lip reading, facial expressions and clear sound. Some may ask you, either verbally or in writing, to remove a covering to help with communication

As a company we should work with our staff "to encourage and support the new regulations", but enforcement is the responsibility of police or relevant regulatory body.

**Challenging Customers Policy**

The company can confirm that we do not expect managers or staff to challenge customers if they are not wearing a face mask / covering for the following reasons:

1. The person (s) may have a reason not to wear one as they may be from one of the exempt groups as above.
2. Managers or staff are not to challenge customers who are unwilling to wear a face covering in order to "avoid any potential flashpoints of abuse or violence to a staff member or manager''.

Please note various types of people as listed above and in particular in group 2 will be excluded from wearing a mask including hidden disabilities such as autism and the like.

A manager can insist that staff / Coaches must wear a face mask or covering when in the arena unless they can confirm that they are in an exempt group as listed above

Any staff or coaches that are in an “exempt group” MUST put this in writing the Arena General Manager.