

To our Challenge Course community & family:

The management team is closely monitoring CDC and state recommendations to protect the Challenge Course community from COVID-19, and we will be implementing preventative measures and additional training to ensure both staff and guests remain safe.

We are opening June 22nd, 2020, with the health and safety of our guests and staff as our priority. We will strictly follow the most recent guidelines from the CDC and state of Idaho reopening. Updates will be posted regularly as the situation evolves.

The health of our guests and Crew has always been our priority, and as such, we are implementing new operational procedures to ensure our community remains safe. Below are additional measures we are taking to keep the building clean and our staff and guests safe.

- Sanitizing gear and equipment after each use and at the end of the day per the latest manufacturer (and CDC) recommendations.
- We are in close communication with equipment manufacturers to ensure that best practices are being utilized for cleaning and disinfecting our equipment daily.
- Positioning hand sanitizing stations on the course.
- Increased and regular cleaning of our high frequency spaces (admissions area, restrooms, lounge, preflight area, etc.).

We want all guests to have a fun, safe experience.

Along with our existing safety policies, we are enforcing the following rules for guests, without exception:

What to expect upon arrival:

- **Once on the course, our staff will continue to maintain and enforce social distancing.** Our staff have been trained in contactless rescues should the need arise.
- **After your experience, de-harnessing will happen outside at our Flight Deck.** This will also be contactless.
- **All equipment will be cleaned and sanitized immediately after use, and again at the end of each day.** We have been in touch with gear manufacturers and are following CDC guidelines for how to properly sanitize all of our gear.
- **Hand sanitizing stations on the course, and increased cleaning of high-traffic areas.** We are increasing regular cleaning of areas like the restrooms and installing hand sanitizing stations around and outside the building.

Aerial Adventure Course guests must meet the following requirements:

- Guests are not required to have a buddy to participate during our 2020 season.
- The climber (or one person in a buddy pair) must reach our safety cable system
 - Minimum height to reach = 4 feet tall
- Children 10 years old or younger must be accompanied by a parent/guardian.
- Adventure course sessions will still take place in smaller, more spaced out groups, based on reservation booking and walk ins.

- Platforms can only be occupied by a solo climber or buddy group.

You can book your adventure with confidence knowing:

- If the Challenge Course makes the decision to close for any length of time, you can reschedule for another time at no additional costs, or you can receive a refund.
- If you have already registered and wish to move your reservation, there are no rescheduling costs.
- In the event you need to cancel your registration due to illness or circumstances related to COVID-19, you will receive a full refund (including deposit).
- Pre-buy your adventure and use it any time with our gift certificates! Our gift certificates do not expire - use it when we open for our 2020 season or save it for 2021 and beyond.

We see the Challenge Course as your extended family. We value transparency, and we will work to keep everything running safely as we navigate these ever-changing times. We welcome your thoughts, comments, and questions on any of these topics listed above.

Challenge Course Staff:

We greatly value the work that every staff person does here at CSI, and genuinely believe they are our biggest asset for guests having a great experience while visiting us. That being said, rest assured we are taking extra precautions to ensure that all our staff are safe and healthy. All staff will be required to do the following each day they come to work prior to entering the building.

- Answer questions about how they are physically feeling and if they have been practicing CDC guidelines for social distancing since their last time working. Following these guidelines is required for all CSI staff.
- During the workday:
 - Staff are trained on and responsible for ensuring their PPE is clean and functioning properly.
 - Immediately report to their supervisor if they feel ill during the workday.

We recommend that everyone follows CDC recommendations to keep yourself and other healthy and safe:

- Stay home if you are not feeling well or have in been in contact with other people who are not feeling well.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough and sneeze with a tissue, discard the tissue then wash your hands immediately.

Reach Out

Our Team is working remotely and checking phone and email messages daily. If you have any questions or concerns about our upcoming season, or making a reservation, you are welcome to contact Scott at srogers@csi.edu

For more information on how you can protect yourself and others right now, we suggest resources found at the [Centers for Disease Control](#) and the [World Health Organization](#)

Thank you for your continued support of the Challenge Course at the College of Southern Idaho. We look forward to an amazing summer and year!