

CORONAVIRUS (COVID-19) – GUEST INFORMATION

Basejump Trampoline Park is open as normal and we look forward to welcoming you in 2020.

The health and safety of our guests and staff is our absolute priority. We are monitoring the situation closely and are ready to respond quickly to developments.

Although we understand the growing concern, we would like to reassure everyone that we are taking the necessary measures to provide a safe and hygienic environment.

Additional precautionary measures have been introduced to protect our guests and prevent the spread of any virus. These include increased cleaning regimes and guests are asked to observe good hygiene practices when they visit.

What happens if I have recently been to an area directly affected by the coronavirus?

If you are planning on visiting Basejump from an area that has been directly affected by the coronavirus and if you are showing symptoms similar to those associated with the virus (for example fever, cough, breathlessness), we please politely ask that you do not visit Basejump and instead immediately contact your local health authority or doctor for further advice and instruction. Please then contact our Reception Team regarding your booking and the next steps.

I would like to cancel or amend my booking to an alternative date.

If you decide you would like to cancel your booking, please call 01268 777700. If you decide to cancel your visit whilst Basejump is still fully operational, all cancellations for Parties and Standard Jumps are subject to the standard cancellation terms and conditions.

If you wish to amend your booking to an alternative date, please call the number on your booking confirmation.

What happens if Basejump is told to close by the relevant authorities?

Should we have to alter your booking due to closure imposed by the relevant authorities, we will notify you as soon as possible and you can choose either a full refund, or accept any alternative arrangements offered to you.

What steps is Basejump taking to minimise the spread of Coronavirus?

During your visit, we wish to reassure you that we are taking all possible steps to minimise the risk of contagion, including the implementation of enhanced cleaning regimes throughout the Park. Rest assured, we will continue to act quickly should we be required to do so and will take all necessary precautions to protect the welfare of our customers and staff.

As with many businesses, we are actively monitoring the situation with regards to the outbreak of Covid-19 coronavirus and are in regular contact with public health authorities.

we also ask all guests to observe hygiene practices advised by the health authorities.

If you do feel unwell during your visit, please contact a member of staff immediately – maintaining a safe distance of two metres where possible.