



## Health and Safety During COVID-19

Our absolute priority is the health and safety of our staff and Visitors. A number of changes have been made to visiting procedures to promote physical distancing and reduced contact, based on guidance from public health authorities and the government.

### Advance Ticket Reservations

- All tickets must pre-booked via telephone in advance of your visit by calling: 01962 887793
- Tickets are timed-entry to limit capacity. Until restrictions are totally eased we will accept parties of up to six people, 15 minutes apart. Time slots available from 9:30 am to 15:30 pm, Tuesday to Saturday, from 18 May 2021.

### What We're Doing to Help Keep You Safe

- Wearing face masks at all times
- Using timed-entry ticketing to limit attendance to promote physical distancing
- Disinfecting and cleaning to meet NHS guidelines
- Adding plexiglass barriers at reception.
- Newly installed ventilation systems
- Marking paths and adding markers to promote physical distancing
- Created a one-way system throughout the museum
- Providing hand sanitiser stations throughout the building
- Staff are undertaking regular COVID-19 rapid lateral flow tests to ensure both the safety of our staff and visitors.

### Health and Safety Requirements for Visitors:

- Avoid visiting if you have symptoms of COVID-19, have been diagnosed with COVID-19 within the past 14 days, or have been in close contact with someone infected with or experiencing symptoms of COVID-19 within the past 14 days.
- Wear a face mask throughout the visit, remain together with your party, and children under age 12 must remain with adults at all times.
- Maintain physical distancing of 2m with others outside your group.
- Use hand sanitiser, which will be available at stations throughout the building.
- Follow directions from staff and signage for physical distancing, reducing contact, and other guidelines for use of facilities.
- Under government rules, all visitors over the age of 16 will be asked to scan the NHS QR code using the NHS COVID-19 App, or provide their name and contact details at the Entrance for the purposes of NHS Test and Trace. Please have your phone ready and the app installed and open upon arrival.