

Important Notice Covid 19

We can now offer a restricted amount of visitors with an allocated time slot on selected dates.

We will only accept online ticket bookings with an allocated timeslot. Visitors **will not** be able to gain entrance tickets on the day. Strictly advance only.

The safety of staff, visitors and animals is our top priority and we have reviewed all of our procedures in line with 'Covid-19 Secure' to maximise safety. These changes include the following, but please be advised that that government guidelines do change, meaning our safety measures may change.

- We have restricted the number of admissions
- All ticket types need to be pre booked and allocated a time slot.
- Our visitor entrance has changed. Please follow new signage when you arrive that will point you in the direction of our outdoor entry.
- We have implemented a one-way route, following signage to mark the way.
- We have closed all indoor areas until further notice. These closures will be reviewed periodically in line with government guidelines.
- Food and drink will be available on a takeaway basis.
- Contactless payment only.
- Face coverings are not compulsory although some members of staff may choose to wear them.
- We have plenty of hand sanitizer posts around the Foundation for your use.
- Cleaning schedule have been increased throughout the day, across our site.
- In our toilet facilities, we ask our visitors to follow social distancing, and if cubicles are engaged please queue outside. We ask visitors to remember to wash hands **before** and **after** using our toilet facilities. If you need to pass another person whilst entering or exiting, in line with government guidance, we ask that you turn your back to them as you walk past. A member of our team will regularly check on toilet facilities ensuring they are clean and soap dispensers are full.
- All visitors must follow social distancing around with visitors to keeping 2-metres apart from visitors from other households.
- Visitors who persistently disregard the government's social distancing guidelines will be asked to leave.
- **If you are not feeling well with either one or more of the symptoms of Covid-19 – a fever, dry cough, loss of taste or smell, muscle pain, headache or difficulty breathing – please do not visit.**

Tickets are non-transferable and non-refundable meaning you cannot move the date or time of your ticket once it has been booked.