



# Re-Opening

Protecting our staff and our visitors

We are delighted to announce we will be re-opening to visitors on the 19<sup>th</sup> August 2020.

We have introduced many health and safety measures in line with government and local authority legislation to reduce the risk associated with the presence of COVID-19.

The information below will let you know how to prepare for your visit.

# Before you arrive

All visits to the site must be booked in advance – for tours and even if you plan to only visit the gift shop or coffee shop.

In accordance with the Test and Protect scheme we will ask for the contact details of one member of your party.

Facemasks have to be worn throughout the site with the exception of the coffee shop.

We ask that you do not plan to visit if you are displaying any symptoms associated with COVID-19.

Wherever possible tours should be paid for upon booking in advance. The preferred on-site payment method is contactless.

# When you arrive

Please report to reception where you will be greeted by a member of our staff.

We may take your temperature using an infrared scanner at a social distance to allow access to the premises.

Please arrive in time for your booking – preferably 5 – 10 minutes beforehand and have your reservation information at hand.

# Social distancing

Clear signage and floor markings are in place throughout the site to enable visitors to keep a safe distance from one another.

Hygiene screens have been installed at our reception counter and gift shop counter.

The coffee shop will be table service only with seating appropriately distanced.

# Hygiene measures

A programme of enhanced hygiene, cleaning and disinfecting measures have been put in place.

Hand sanitisers are placed throughout the entire site for guest use.

Deep cleaning will take place at regular intervals at high risk touch points such as handles, handrails and counters.

All washrooms will be adapted to allow for social distancing with a separate programme of deep cleaning and regular checks.

Staff have trained with our COVID-19 policies and provided with a range of personal protective equipment such as face masks, visors, disposable gloves and personal sanitising products.

# Opening hours

We are open Monday to Friday

Tours

9.00am – 15.00pm on the hour

Gift Shop

9.00am – 16.00pm

Coffee Shop

9.00am – 16.00pm

Book by email

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