

## Your Visit

**The Ropewalk has introduced new arrangements for hygiene and the application of social distancing.**

**We politely request that you refrain from visiting The Ropewalk should you start displaying any of the symptoms associated with COVID-19.**

- There will be a one-way system for visitors who will enter from the Coffee Shop entrance and leave by the Craft Gallery. Areas will be marked out for safe distancing; Perspex screens will be in place on sales counters and staff will be wearing appropriate face-coverings
- In our dining areas tables and chairs have been reconfigured to ensure enough distance between seated parties. In areas where people from different households are seated together, seats will be removed or blocked to ensure there is a suitable gap between guests. Upon entering customers will be asked to wait to be seated, hand sanitiser will be available. We will also ask customers to provide contact details to comply with the Track & Trace system. The record will be kept for a maximum of 21 days. Visitors will be informed why and how we record their details to reassure them our methods are compliant with our GDPR (Data Protection) policy.
- To meet current government guidelines when eating or drinking out with people you do not live with, you should only meet one other household if you are seated indoors. If you are eating or drinking outdoors, you can do so with one other household or in a group of up to 6 people from different households.
- Please make payments using contactless card, rather than cash, where possible.
- We have introduced enhanced cleaning measures, throughout the day, which seek to disinfect high frequency touch points, such as tables and chairs, service counters, handles and taps.
- Toilets will be open as usual, and visitors are encouraged to take responsibility for looking after their own welfare by sanitising before use with the products supplied.

## Hygiene

**We adopted enhanced cleaning measures to help prevent the spread of Covid 19**

- The building is deep cleaned every morning before opening
- All regularly touched surfaces are sanitised
- Automatic hand-sanitisers are available to use at each entrance and exit to the building
- Signage introduced for public guidance

## Staff Welfare

- Staff experiencing Covid 19 symptoms must not work but should stay at home and telephone 119 to initiate testing and tracking. They should remain at home for 14 days even if the symptoms clear up. Staff should ask colleagues to leave the site if they display Covid-19 symptoms.
- Vulnerable staff and volunteers should stay at home.
- Staff should maintain safe distancing – keeping two metres apart or one metre with mitigation
- Staff to wear a face covering in all public areas or when working in close proximity to other staff members
- Staff are reminded about Covid 19 safety guidelines and procedures through staff notices and bulletins.
- Staff are reminded to comply with government guidelines outside of work to reduce risk of infection
- Confined interaction with designated colleagues, partners or fixed teams – avoiding wider-team

## **The Ropewalk**

### **Covid 19 Precautions**

- Workspaces have been adapted and reconfigured to effect maximum safety – ensuring whenever staff have to be in close proximity to one another they remain 2 metres apart, and that desks do not face each other.

### **Toilets**

- Toilets are cleaned every morning
- Sanitising wipes are provided in each toilet – it is the responsibility of the individual to cleanse before use and dispose of the wipes in the bin and not down the toilet.

### **Galleries**

- Numbers in the gallery will be limited – no previews will be available, or refreshments served
- A one-way system is in operation and signage for social distancing in place
- The sales counter has an acrylic screen with one place of contact – safe distancing areas are identified with floor tape and vinyl lettering.
- Sales assistants wear face coverings
- Customers are encouraged not to touch stock unless they wish to purchase. Items that have been touched will be placed in storage for 72 hours.