

## **COVID-19: PROTECTING OUR VISITORS, VOLUNTEERS AND STAFF**

At Crich Tramway Village our mission is to create memorable experiences and we place the **utmost importance on the safety and wellbeing of our visitors, volunteers and staff.**

We have introduced a range of new health and safety measures that seek to reduce the risk associated with the presence of COVID-19 that are in line with government advice and requirements of local health authorities.

Some of the measures set out below may be clearly visible to you from the moment you arrive at the Tramway and others require consideration from visitors to help ensure everyone has a fantastic visit.

We hope these new health and safety measures provide our visitors with confidence and eagerness to visit our attraction.

**We thank you for your custom and understanding.**

### **BEFORE YOU ARRIVE**

- We recommend that you **pre-purchase your tickets via our website**, *tramway.co.uk* where possible. (If you do not want a tram ride, other ticket options will be available on arrival. See the website tickets page).

- If you have return tickets, you do not need to pre-book. Just come along and present the ticket(s) on the day.
- Tickets for disabled and carers can be purchased on arrival and cannot be booked online.
- We are sorry, but during busy times, **we cannot guarantee a tram ride**. The tickets will not be for unlimited tram rides (see below – On Arrival).
- If you are a wheelchair user and require the **Access Tram** (with hydraulic lift for wheelchairs), **this will run if requested a week in advance, on Tuesdays and Saturdays**. To request this, please email: [Enquiry@tramway.co.uk](mailto:Enquiry@tramway.co.uk)
- Before leaving home, **please check our website and social media** for the latest information. Our opening times may be different from normal and are subject to change.
- Please be ready to make on-site payments using a **‘contactless’ bank card**, rather than cash, where possible.
- Please bring a suitable **face mask / covering** for your visit. These will be required for riding on our tramcars, in our exhibition areas and in our shops. *(Limited stocks may be available to purchase, however we cannot guarantee availability).*
- We politely request that you refrain from visiting our attraction **should you start displaying any of the symptoms** associated with COVID-19. Please follow current government advice regarding shielding and self-isolation.

## ON ARRIVAL AT OUR ATTRACTION

- On arrival please follow all instructions regarding **parking arrangements**. Social distancing queuing arrangements have been clearly marked around the site.
- At busy periods we may have to **reduce our daily ticketed capacity** to allow for social distancing and the best possible visitor experience.
- To allow for social distancing on our tramcar rides, you will be given **timed tickets** on arrival. These will be **issued on a first-come first-served basis (so we are sorry, but during busy times, we cannot guarantee a tram ride)** **The tickets will not be for unlimited tram rides**. Should you wish to have more than one tram ride, you will need to return to Admissions to request another timed ticket and these are subject to availability. We will not be able to let visitors on and off at individual tram stops along the route.
- Visitors will notice **new information signage** informing them of key safety messages and instructions around the site.

## SOCIAL DISTANCING MEASURES WITHIN OUR ATTRACTION

- We have introduced new arrangements for the application of **social distancing within queues**. Clear marking and signage have been installed around our site and facilities including, exhibition spaces, catering

and toilets. Please keep a safe distance from one another and allow persons to exit an area before you enter. We will have staff on-hand to assist visitors as required.

### **Catering:**

- We have introduced new arrangements for the application of **social distancing in our catering area**, which includes an increased offering of **take-out food** and outdoor seating.

### **Tram rides:**

- To allow for social distancing on our tramcars, **rides will operate on a timed ticket basis**. Please arrive at least 5 minutes before your allocated time and follow all instructions from the tram crew. Boarding and alighting will only be possible at Town End.
- As stated above, should you wish to have more than one tram ride, you will need to return to Admissions to request another timed ticket and these are subject to availability.
- It will be **mandatory** for visitors to **wear a face covering on our tramcars**. This is for the protection of both our visitors and staff.

### **Indoor facilities:**

- We have introduced **new capacity limits for our indoor facilities** including shops, catering, toilets and exhibition areas. These restrictions will help ensure there is plenty of room for social distancing.
- We have introduced **one-way systems** around our exhibition areas. Please follow entry/ exit signage and floor markings.

- We regret we are unable to open the depots due to limited space to ensure your safety.
- We have installed new **hygiene screens** at many of our service, catering and retail outlets to help physically separate visitors from staff.
- We have **adapted or temporarily suspended some of our facilities** for the protection of visitors. For example, some interactive items and soft play areas. Some buildings may be temporarily closed or have altered access to allow our staff to work safely.
- We have **revised some of our standard operating protocols** to reduce the proximity of our staff to visitors. For example, this includes the way we board tramcars and operate catering outlets.

## HYGIENE MEASURES WITHIN OUR ATTRACTION

- We have introduced **enhanced cleaning** measures, throughout the day, which seek to disinfect high-frequency touch points, such as tables and chairs, handrails, door handles, toilets and taps.
- We have introduced new **cleaning measures on our tramcars** at the start and end of each day, alongside cleaning of high touch points such as handrails, whilst in service.
- We have introduced a number of **hygiene stations and hand sanitiser dispensers** around the attraction for visitors to use.

- We have introduced new **Personal Protective Equipment** (PPE) requirements for a range of activities that staff routinely perform. These include face masks, disposable gloves, eye protection and hand sanitiser. The use of such equipment is both to protect our visitors, volunteers and staff.
- As with our volunteers and staff, we politely request that all our visitors follow the guidance on-site and **uphold the highest possible hygiene standards** – whether it be when sneezing or coughing, through regular hand washing or the frequent application of hand sanitiser.
- All our staff have been specifically **briefed on COVID-19 measures**, instructing them how to stay safe as well as how to help keep our visitors safe.