

COVID-19 Up-date: July 19th 2021 - Easing of Government Restrictions

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 will adhere to all safety requirements to create a visitor experience which is both COVID-safe and enjoyable and the **wearing of face coverings will remain MANDATORY (unless medically exempt and for children under 11) on an enclosed trams and compartments and RECOMMENDED for open-top/open-deck trams and indoor areas.**

Like many other attractions we follow the encouragement to 'sanitise our site, not the visit or experience'. Research into feedback at visitor attractions, undertaken by the consultancy Decision House, shows that the public feel that attractions are 'doing the right thing and that their staff are behaving in the right way' to ensure safe and enjoyable visits.

Easing social distancing and other mitigation measures.

Visitor sentiment research, commissioned by Association of Leading Visitor Attractions and undertaken by Decision House during 17 to the 22 June 2021 and published on 30 June, shows that a significant majority (75%) of the visitor-attraction-going UK public are not yet ready for social distancing and other measures to be removed or eased even if the Government allowed easing to occur.

We intend to maintain the following, beyond the 19 July, and until the end of August (to be reviewed):

- The wearing of face coverings will remain mandatory (unless medically exempt or for children under 11) for enclosed trams and compartments and RECOMMENDED for open-top/open-deck trams.
- Strongly recommend visitors to wear a face covering for our indoor areas (unless medically exempt or for children under 11).
- Recommend that visitors maintain social distancing where possible. We ask that you are considerate to others in this respect.
- All tram rides will start from Town End, visitors will not be able to get on at other tram stops.
- When riding on the trams, visitors will be able to get off at either Wakebridge or the Car Park on the return journey or continue their journey to Town End terminus. There will be no alighting at Glory Mine.
- Our tram crew will advise passengers where to sit on trams, in order to make the most of the space and make visitors feel safe. We will be making use of all seats on our trams, but we will not ask you to sit directly next to or opposite somebody from a different group.
- We will no longer be asking visitors to pre-book tram rides at Admissions.
- Our indoor soft play area will not be accessible until further notice, but there is an outdoor playground.

BEFORE YOU ARRIVE

- We recommend that you pre-purchase your tickets via our website, where possible. (**Not available for some event days in advance**):
<https://www.tramway.co.uk/plan-your-visit/tickets/>
However, see below for **exclusions**.

- If you have valid return tickets, discount vouchers (such as English Heritage, Caravan & Motorhome Club, accommodation vouchers or corporate tickets), **you do not need to pre-book**. Just come along and present the ticket(s) or vouchers on the day. Please check exclusions on the vouchers.
- Tickets for less abled and carers can be purchased **on arrival** and **cannot** be booked online.
- If you require the **Access Tram** (with hydraulic lift for those in wheelchairs or who are mobility impaired), this is available to book for most days (subject to crew availability) **at least one week in advance**. Please email: enquiry@tramway.co.uk to request the running of this tram and state how many in your party require this tram.
- 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. We are open Saturdays to Thursdays until the summer season 17th July – 5th September 2021, when we will also open on Fridays. From 6th September to 31st October, we will revert to Saturdays to Thursday opening.
- Please be ready to make on-site payments using a **'contactless' bank card**, rather than cash, where possible.
- Please bring a suitable **face covering**, which we strongly recommend for our indoor areas. **Face coverings will remain mandatory for enclosed trams and compartments (except for children under 11 years old and those medically exempt)**.
- 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, parking is free. Please be considerate and leave disabled spaces for Blue Badge holders.
- On busy days, queues are inevitable, and we request that you are patient with our staff and volunteers. We have installed new **hygiene screens** at many of our service, catering, and retail outlets to help physically separate visitors from staff.
- Whilst most of the indoor areas will now be accessible, the indoor children's play area will remain closed for further analysis and review on cleaning and provision in this area.
- Payment for ice-cream should be made in Barnett's Sweet Shop and or The Forge Gift Shop before visiting the ice-cream parlour to collect your ice-cream(s).

HYGIENE MEASURES WITHIN OUR ATTRACTION

- The **enhanced cleaning** measures we introduced this season, which seek to disinfect high-frequency touch points, such as tables and chairs, handrails, door handles, toilets and taps will continue.
- We will continue to offer **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.