

COVID-19 Up-date: 1st March 2022 - 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. All our facilities will now be available, whilst maintaining hygiene measures.

BEFORE YOU ARRIVE

- There is **NO NEED** to pre-book online. You can pay on arrival.
- If you have valid return tickets, discount vouchers (such as English Heritage, Caravan & Motorhome Club, accommodation vouchers or corporate tickets), **there is no facility to pre-book**. Just come along and present the ticket(s) or vouchers on the day. Please check exclusions on the vouchers.
- Tickets for disabled / 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 using 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 dates differ during the season. Please check our website: <https://www.tramway.co.uk/plan-your-visit/tickets> before travelling.
- We politely request that you refrain from visiting our attraction **should you start displaying any of the symptoms** associated with COVID-19

ON ARRIVAL AT OUR ATTRACTION

- On arrival, parking is free. Please be considerate and leave disabled spaces for Blue Badge holders.
- Timed tickets and old pennies / half-pennies will no longer be issued for tram rides. Simply start your journey at Town End and wait at the tram stop for the next available tram. (Trams run every 10 - 15 minutes).
- On busy days, queues are inevitable, and we request that you are patient with our staff and volunteers.
- 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

- We recommend you wear face coverings in enclosed trams or carriages.
- We will continue to offer **hygiene stations and hand sanitiser dispensers** in critical areas such as Admissions and the café until at least the end of March 2022
- We have left screens in place where appropriate.
- 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.