



Animal Sanctuary

## Hopefield Animal Sanctuary COVID-19 Re-Opening Policy

April 2021

We are delighted to be able to welcome our supporters back to the sanctuary. We have been working tirelessly throughout the duration of the pandemic to ensure that not only our animals are safe and cared for, but that our visitors will be as well. We've made a lot of changes to the sanctuary to ensure everyone is able to enjoy their visits as safely as possible.

It is essential that you read through this document prior to visiting the sanctuary so you know what to expect, and the guidelines that must be adhered to during your visit.

The government guidelines are changing frequently, so please keep an eye on our website and social media pages for any updates. We look forward to seeing you soon!

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### What you must do:

- All tickets **MUST** be booked online. Anyone who turns up without booking will not be permitted entry. This allows us to manage the number of visitors each day.
- Entry will be allowed during the first 15 minutes of your chosen time slot only. If you are more than 15 minutes late, entry will not be permitted and you will have to re-arrange your visit.
- If you do not turn up for your visit, without contacting us before the start time of your allocated slot, a refund will not be issued.
- Please ensure you stick to the one-way system that's been created to allow for social distancing.
- You will be required to leave the sanctuary promptly at the end of your time slot (13.00 or 16.30 depending on your booking).
- Social distancing **MUST** be maintained at all times. You will be asked to leave if you do not adhere to this.
- Visitors are welcome to bring a picnic to enjoy. The picnic tables have been set out with social distancing in mind, so please do not move them.
- We are accepting cash payments, however, card is preferred.
- Visitors do not have to wear a face mask whilst walking around the sanctuary (outdoors), however, if visiting the Gift Shop or Max's Café, it is **COMPULSORY**. A disposable mask can be purchased from the Gift Shop for 50p.
- As some of our indoor areas will not be open, please be prepared for all weathers.
- When touching the animals, please ensure that you wash your hands afterwards at the nearest station.
- If you have any questions when on site, please use the office as your main point of contact. You can call us on 01277 201110 or come over (using the one-way system). Our staff are very busy caring for the animals and maintaining cleanliness of the site, so can't always be pulled away (unless in an emergency).
- We advise against double-width pushchairs, but if you must bring them please be aware of other visitors and maintaining a social distance.
- Please be aware that some areas of the one-way system (e.g. the field walkway) are on uneven terrain and may not be suitable for wheelchair users and pushchairs.

### What we are doing:

- From 29th March 2021, the rule of 6, or two households, will be in place. Because of this, the maximum number of tickets per booking will be 6. As the government have stated, large families are exempt from this, and are able to book (in two separate bookings). It is imperative that we, as an organisation, follow these guidelines rigidly, and maintain our COVID-safe reputation. Anyone that is found to not be following these guidelines when on site will be asked to disperse their groups, and failure to do so will result in us politely asking you to leave the sanctuary.

- To comply with the NHS Test & Trace Scheme, it is compulsory for us to retain details of the person creating the booking for a period of 21 days.
- It is a legal requirement for us to display QR codes for the NHS COVID-19 app. It is not compulsory for visitors to have to use the app, however, it is recommended.
- Seating within the tearoom will be closed, however, we are offering a takeaway service, and have an outdoor picnic area and marquee where food can be consumed.
- Children's play equipment has been temporarily removed.
- Toilets, handwashing facilities, and all other surfaces will be cleaned frequently throughout the day.
- Every visitor will have their temperature checked before entering. This is compulsory, and refusal to comply will result in refusal to entering the sanctuary. If you are found to have a high temperature, you will politely be asked to leave, but we will take your details, and get in touch to re-arrange your visit for at least 2 weeks' later.
- A one-way system will be in place to minimise the risk of over-crowding, and people gathering in the same area. Please ensure that you stick to this route.
- We're proud to say that over 95% of the sanctuary will be accessibly, however, indoor areas such as the Reptile Room, will remain closed for the foreseeable future.
- Hand sanitising stations have been put up around the sanctuary. Please use these throughout your visit.
- There are protective screens at the office, Max's Café, and the Gift Shop to safeguard visitors and staff.
- All staff and volunteers will be wearing PPE.
- There will be additional signage around the sanctuary, with guidance and reminders to keep your distance.

#### **Booking terms & conditions:**

- If you need to cancel or transfer your booking please be aware that this can be done up to 48 hours prior to your visit. If you contact us after this time window we will not be able to amend your booking.
  - We cannot transfer or refund your booking due to bad weather.
  - If you or anyone in your booking are displaying symptoms of COVID-19, please contact us and we will be able to transfer your booking to a later date.
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If you have any questions or concerns, our friendly team are on hand to help you at all times. You can also contact us prior to your visit on 01277 201110 or [office@hopefield.org.uk](mailto:office@hopefield.org.uk).

We are so glad to be re-opening our gates to you, and we look forward to welcoming you to Hopefield Animal Sanctuary.

**\*\*\*THIS POLICY WILL BE REVIEWED ON AN ONGOING BASIS AS EVERYTHING IS SUBJECT TO CHANGE. ANY CHANGES WILL BE UPDATED IMMEDIATELY AND RE-PUBLISHED\*\*\***