



Animal Sanctuary

## Hopefield Animal Sanctuary Covid-19 Re-Opening Policy September 2020

We are delighted to be able to welcome our supporters back to the sanctuary. We have been working tirelessly for the last few months to ensure that not only our animals are safe and cared for, but that our visitors will be as well.

We have made a lot of changes to the sanctuary, and we hope that you'll be able to enjoy your visit, as safely as possible.

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. 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 rearrange your visit..
- If you do not turn up for your booked visit, a refund will not be issued.
- Visitor numbers will be restricted, with 6 different time slots: 10.00 - 13.00, 10.30 – 13.00, 11.00 - 13.00 & 13.30 – 16.30, 14.00 – 16.30, 14.30 - 16.30. If you are planning to eat food at the sanctuary then please book the earliest slot available to allow more time.
- You will be required to leave the sanctuary promptly at the end of your chosen time slot.
- 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 will not be accepting cash. All payments must be CARD ONLY.
- It will not be compulsory (although it is advisory) for visitors to wear a face mask whilst walking round the sanctuary, however, if visiting the Gift Shop or Max's Café it will be compulsory. They can be purchased on site for 50p.
- If you are high risk, or have underlying health conditions, we ask that you do not visit for the time being.
- As some of the indoor areas will not be open, please be prepared for all weathers.
- When touching our animals, please ensure that you wash your hands afterwards at the nearest station.
- If you have any questions, 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 at all times, so can't be pulled away from what they're doing.
- Double-width pushchairs will not be permitted, due to not being able to socially distance in some areas.
- 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:

- Due to the newest government legislation being brought in from Monday 14<sup>th</sup> September, we have now restricted the number of tickets per booking to a maximum of 6. Large families are exempt from this, as stated by the government, and are able to book, although under two separate bookings. Groups of more than 6 people seen at the sanctuary will be requested to disperse, and failure to do so will result in being asked to leave the sanctuary.

- To comply with the NHS Test & Trace Scheme, details of all visitors will be kept for a period of 21 days. However, if you do not wish for your information to be disclosed, please opt out when booking tickets.
  - 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. Please note the marquee is for food purchased from the tearoom ONLY.
  - 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. If you are found to have a high temperature, you will politely be asked to leave, but we will take your details, and your visit can be rearranged for 2 weeks later.
  - A new one-way system has been created to minimise the risk of overcrowding, and people gathering in the same area. Please ensure that you stick to this route.
  - New toilets have been installed on site, and a much larger area outside the main toilet block has been created to allow people to queue safely.
  - We're proud to say that over 95% of the sanctuary will be accessible, 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 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.
  - Plant-based afternoon tea and dog afternoon tea is available to be pre-ordered. Please email [office@hopefield.org.uk](mailto:office@hopefield.org.uk) 48 hours prior to your visit. Orders placed after the cut-off point will not be accepted.
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To re-cap, tickets **MUST** be booked in advance. The Hopefield experience will be different at this time, but all the measures that we've taken are to keep everyone safe and healthy, whilst being able to enjoy our peaceful animal haven.

As always, 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 all, 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 FREQUENTLY.  
ANY CHANGES WILL BE UPDATED IMMEDIATELY AND RE-PUBLISHED.\*\*\***