

Covid 19 – Thomley Visitor Information Sheet

At Thomley we understand that the nature of some of our visitors will mean it is very hard to abide by the guidelines we have put in place to aid the prevention of spreading Coronavirus. Thomley will monitor and follow advice on a day-to-day basis given by the Government and may adapt the below information to remain compliant and safe.

The main changes to your visit will be:

- When you arrive please queue at the entrance gate in the designated marked areas. When signing in you MUST scan the QR code to support the Government track and trace scheme.
- You may still go into reception to be signed in and pay / if you need support, but please do not use unnecessarily.
- Please follow hand-washing protocols as often as possible
- Please adhere to the social distancing measures we have put in place
- Please follow any one-way routes we have put in place
- Staff will wear face masks and have been told to minimise contact with visitors as much as possible
- Visitors (over the age of 10) will need to wear a mask on site. You may remove this when seated to eat.

In October: all outdoor areas will be open, including the sandpit, bikes, park, zipwire, climbing wall, fort & slides.

Indoor areas:

Toilets

The two accessible toilet areas in the manor building will be open, however please enter the building following the arrowed route and exit via the door by the teenage den. Please spray any equipment after use and if you need special assistance please tell a member of Thomley staff.

The café / pavilion

The café will be operating as a take away service. Please enter via the signposted doors and be sure to use the automatic sanitiser dispenser before entering. You will be able to order by queuing inside the pavilion, in the marked areas. Please return to pick up any food when your food buzzer goes off. Tables must be pre-booked at reception.

The art room

Will be open all day. Please enter via the signposted doors and be sure to use the automatic sanitiser dispenser before entering. The room will be cleaned very regularly. There will be a table for unused art materials and a table for used materials. When finished please put your used items onto the marked table so we can clean before they are used again. In busy periods we will be restricting the number of people in this room at any one time.

The sensory rooms

You can book either sensory room at reception. The room will be cleaned between each family session. Please use the automatic sanitiser dispenser before entering.

The music room, games room, teenage den and pool room

We will open these rooms but have limited the amount of equipment in each room, to help us maintain high cleaning standards. We are asking visitors to only use these rooms one family at a time. We understand that some visitors will find it hard to wait, and ask that everyone is patient and does their best to make this system work. All rooms will be part of our regular cleaning checks.

The soft play, play rooms, imagination room, construction room and mini gym

These areas will unfortunately remain closed to maintain visitor and staff safety. We apologise that this is the case.

Additional activities

Thomley will still attempt to deliver additional activities. These have been carefully planned with social distancing measures and low contact in mind. All of our additional activities are subject to change, dependant on any advice we receive and in some cases the weather.

Cleaning

Thomley staff will be cleaning high contact areas at least every two hours. However please do notify us of any spillages or issues you come across, if you think something is in need of a clean we want to know.

Illness

Any visitor who has contracted COVID-19, symptoms of COVID-19, self-Isolated or is a member of a family who has **should not** visit Thomley until they are clear of the virus and have isolated for the sufficient time. If Thomley Staff become aware of any visitor to our facilities who has any of the any of the above, the visitor will be politely asked to leave and not return until they are declared clear of the virus by the relevant authority.

If we become aware of a linked case to Thomley we will notify all visitors at the booking stage and or before entry to our facilities to confirm that this is the case.

For further information visit our website: <https://thomley.org.uk/>. Or you can call us: 01844 338380.