

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 from March 29th will be:

- Please do not attend / cancel your booking if you or your children have any symptoms of Coronavirus.
- 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, please download this prior to coming.
- 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 and social distancing measures that we have put in place.
- Please follow any one-way routes.
- Staff will wear face masks and have been told to minimise contact with visitors as much as possible.
- We encourage all visitors (over the age of 10) to wear a mask **when indoors** at Thomley unless exempt. You may remove this when seated to eat.
- All outdoor areas remain open.
- Both sensory rooms are open and can be booked at reception or prior to your visit. These are cleaned between each use.
- The café will be a take-away only service, which you can access via the patio next to the pavilion.
- If you require more bikes, please do ask us!

Further changes to your visit from April 12th will be:

- All indoor areas will re-open, with exception of the pavilion dining room.
- There will be a marquee for sheltered eating outdoors.
- The café will still operate as a take-away service as per above.
- If you require more art equipment please do ask us.
- We have limited the volume of toys throughout the indoor areas to ensure we can keep everything as clean as possible.

Further changes to your visit from May 17th will be:

- The pavilion dining room will re-open, with a maximum of 2 families per table or a group of 6 people.
- We hope to offer a wider range of our activities.
- We hope to provide more toys throughout the indoor areas.
- We will be accepting bookings for venue hire including birthday parties.

Other useful information:

Toilets

The two accessible toilet areas in the manor building will be open, however please enter the building following the arrowed one way system. Please spray any equipment after use and if you need special assistance please tell a member of Thomley staff.

The café / pavilion

Please return to pick up any food when your food buzzer goes off. Your food will be left at a collection point by the double doors to our pavilion.

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 our additional activities are subject to change.

Cleaning

Thomley staff will be cleaning high contact areas regularly. However please do notify us of any spillages or issues you come across, if you think something needs cleaning, we want to know.

Illness

Any visitor who has contracted COVID-19, has symptoms of COVID-19, has self-Isolated or has been in to contact with someone who has Covid 19 **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. 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.

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