



## **A COVID SECURE VISIT TO WILLOWS ACTIVITY FARM**

With the lifting of lockdown restrictions and in line with the Government advice, we are implementing a range of Covid Secure measures that seek to reduce the risk of Covid-19 infection.

With safety the priority, these measures undoubtedly place restrictions on our guests and we need to work together to respect fellow guests and members of the Willows team during your visit. However, we hope these measures reassure you that Willows offers a Covid Secure place to visit full of adventure, fun, play and discovery together with the warmth of the Willows welcome.

## BEFORE YOU ARRIVE....

### **Ticketing**

Members and Non-Members **MUST** book online before arriving at Willows Activity Farm. We've significantly reduced our daily ticketing capacity to allow for social distancing. We cannot accept any walk-up Members or Non-Members who do not have a pre-booked ticket – this includes under 2's and carers.

### **We're Cashless**

We no longer accept cash. Please ensure you have a contactless bank card or other contactless methods to pay for any items you may wish to purchase on site.



### **PPE**

Our staff will be using Personal Protective Equipment (PPE) in certain areas of the farm park. You are welcome to bring and use your own PPE at your discretion. A facemask or covering is now a requirement for customers who visit our gift shop or take away café.

### **Your Health**

Should you or anyone in your visiting group start displaying any of the Covid-19 symptoms before or after booking your ticket, you must **NOT** visit Willows Activity Farm.

## ON ARRIVAL...

### Parking

Please park your car allowing for space between cars. After parking please proceed to the main admissions area.

### Ticketing Check

Please ensure that you have your booking confirmation with you on your smart phone and, if you are a member, your membership cards, which will all be checked at admissions.

### At Admissions



Prior to admissions you will find hand sanitisers, please use before entry. Please move away from the admissions area once you are in the farm park to allow for social distancing of guests arriving behind you.

### Wristbands

You will be handed a set of wristbands for your entry at admissions. Our staff will not put these on your wrists. Please ensure every member of the group (adult and child) wears their wristband. We have a limited capacity of guests we can have on site and any person without a wristband will be asked to leave.

## HYGIENE AND SANITISING MEASURES

### Handwashing



The handwashing stops in our animal contact areas remain open. It is **VITAL** that you use handwashing after any interaction in our animal areas as protection against Zoonosis (the infection of disease from animal to humans). This includes touching gates or fences in these areas. Handwashing with soap and water is still the best defence against zoonosis and hand sanitisers should **not** be used as an alternative in these areas.

### Hand Sanitisers



To protect against Covid-19, we've added hand sanitising stations throughout the farm park. We encourage our guests to use the hand sanitiser when arriving and leaving each play area and to supervise the sanitising of the hands of the children in their care.

### Enhanced Cleaning

We've introduced enhanced cleaning which concentrates on high-frequency touch points.

### PPE

We've introduced Personal Protective Equipment (PPE) in certain areas. These include face masks, head visors, gloves and aprons to protect both our staff and our guests.

### Your Role

For everyone's safety, we politely request that everyone follows handwashing and hand sanitising guidelines. Coughing or sneezing must be into a tissue which is then disposed of hygienically in a bin. Should you become ill with Covid-19 symptoms while at Willows, yourself and the group you are with must leave immediately to isolate and follow the Governments Track and Trace guidelines.

## SOCIAL DISTANCING AT WILLOWS

Where our guests have previously been able to freely move throughout Willows, we've implemented several restrictions to maintain social distancing. This will be different to the way your children will be used to experiencing Willows and we thank you for your support in ensuring that the children in your care are navigated through these changes.

**Social Distancing** Please follow the signage, floor and other markings to maintain the required social distancing throughout the farm park. We request that adults are responsible for the children in their care in maintaining social distancing. We are mindful that children need extra support.



**Entrance & Exit** We have designated separate entry and exit points for many activities. Please follow these to help maintain social distancing.



**Queueing** When queuing for a ride, to enter an activity or facility including toilets, please follow all signage and instructions to help maintain social distancing.



**Seating**

Our seating around the farm park (picnic benches) have been reduced to allow for social distancing. Only one family group per picnic bench please.

**Capacity**

We have significantly reduced the capacity of the total number of visitors on site. We have also reduced capacity limits for areas once on site. Please follow the guidance to ensure that social distancing can be maintained.

**Suspended Areas**

We have areas that we're not currently able to open to due to Government restrictions (i.e. our indoor play area), or where there is a lot of contact with loose items that would need continual sanitising (i.e. Cottontail Village). We are also not able to undertake meet and greet activities with our characters at this time. Thank you for your understanding.

**Standard Operating Procedures**

We've made some changes to the way we usually do things to make sure that social distancing is maintained. For example, on our funfair rides, our staff will instruct the child's responsible adult to close the safety belt, with our staff giving a visual check. We have also removed the bucket and spade play equipment from our sand and water play area to minimise multi touch points.

## REFRESHMENTS AT WILLOWS

We have reduced the food and drink available at Willows to reduce high frequency touch points.

We have also reduced the outlets that will be open:

### Food & Drink



Customers can buy a limited selection of snacks and drink at Mr Tod's refreshment kiosk located outside. Hot and cold food and drinks will be available in Burrows Café for takeaway. Mr Tod's kiosk and Burrows Café are now contactless and cash will not be accepted.

### The Gift Shop

The Willows Gift Shop will be open at selected times and guests are reminded that face masks or covering must be worn when entering the shop in line with government guidelines. An alternative exit is available.

# THANK YOU...

...for your understanding, your support and for playing your part in allowing us to open Willows Activity Farm in the new world we find ourselves.

We'll keep this document up to date with changes as they happen, but please keep an eye on our Facebook page and website for the latest news and information.

Should you have any questions or any concerns about your visit to Willows, if on site and urgent, please speak to a member of staff. Alternatively we ask that you telephone the office on 0333 331 2926, email [info@willowsactivityfarm.com](mailto:info@willowsactivityfarm.com) or leave a message on our Facebook page and we'll get back to you.



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