

## **COVID 19 - Visitor Code Of Conduct**

Here at Castle Howard we are working hard to ensure the safety and well being of all our customers and staff during these extraordinary times.

We are delighted to welcome you to our Gardens and Grounds. Providing a safe environment for our customers and staff is important, so we kindly request that you follow the following simple rules.

- If you are unwell with a new continuous cough or a high temperature you should stay at home and follow the government guidance. You can also contact NHS 111: <https://111.nhs.uk/covid-19/>
- Please book your Gardens tickets in advance and have your tickets ready on arrival for scanning.
- Please follow all queue signage and please adhere to any placed distance markers
- Please follow one way routes. We have a number of one way systems in place, please do not enter through exit doors/gates
- Our outlets have capacity limits in place, please respect these limits
- Please respect and maintain a 2m social distancing with other members of the public and staff
- There are no cash transactions at Castle Howard. Only card payments will be accepted, contactless payments are required below £45.
- Please use available disinfectant spray and disposable paper towels to sanitise any shared items before use such as trolley handles and basket handles.
- Please do not touch any produce/food unless you intend to buy.
- Please clear tables after use and dispose of all your rubbish in the bins provided.
- Public hand sanitiser is available across the site, please feel free to use.

These measures are designed to help maintain a safe environment for your visit. Our helpful staff are onsite and will be delighted to answer any questions you may have. We look forward to seeing you and we hope you have an enjoyable stay with us.

Our COVID 19 Health and Safety Risk Assessment can be found here XXXXXXXXX