

## **Chiddingstone Castle, special measures in place during COVID-19**

We are delighted to welcome you to Chiddingstone Castle, and would like to make you aware of measures we have put in place to ensure you have a safe and enjoyable visit, under current restrictions.

- We would ask, where possible, to maintain a distance of 2 metres (1 metre plus where 2 is not possible) from other visitors and staff. We will limit the number of visitors into the Castle, but ask that you use common sense when entering the individual rooms, and wait politely if the number of visitors makes it difficult to maintain distance. If there is a queue to get into the Castle, please queue outside until asked to enter.
- We are unable to admit groups of more than 6 people. (Excluding limited exceptions as per government regulations).
- All our staff have been fully trained and have their temperatures checked on arrival every day. They are not allowed to work if displaying any COVID-19 symptoms. PPE is provided should they need it.
- In accordance with government guidelines, please leave your details on the NHS Test and Trace Form at the front desk, or scan the QR code on display. The information is held for 21 days and then disposed of in accordance with General Data Protection Regulation.
- Please follow the arrows for route guidance, we have a one-way system in place. Exit is through the outside courtyard, where takeaway refreshments are being served.
- Please use the hand sanitizer on the front desk and at particular points around the building, especially at the top and bottom of the staircase if you use the banister.
- Please maintain social distancing when using our toilet facilities. These are being cleaned and sanitized regularly.
- We would encourage you to refrain from touching surfaces in the Castle. General cleaning of the Castle has been increased.
- Our preferred method of payment is contactless card or mobile phone.
- Parents and carers are responsible for supervising children at all times and ensuring they follow social distancing rules.
- Our Tea Room is currently closed; however, we are offering a takeaway service in the outside courtyard. Tasty food including home-made cakes, cream teas and drinks are all available. Again contactless payment please. You can enjoy your takeaway anywhere in the castle grounds, respecting social distances. Kindly either take your rubbish home or, dispose safely in one of the bins provided. Please do not leave any litter!
- Dogs are very welcome in the grounds, but they must be on a lead at all times.

Thank you for respecting these guidelines and measures, and we hope you have a wonderful visit to Chiddingstone Castle and Grounds.