

# Coronavirus - Guidelines

## Help prevent Coronavirus

### Guidelines for visitors to Douai Pavilion and Park

#### PLEASE READ BEFORE VISITING

- . We are very much looking forward to welcoming you back to our outside activities at Douai Park. However, despite all the safety controls and measures that will be put in place we cannot give any guarantees that there will be no risk to you. Customers who decide to visit are doing so based on this information and Birch Associates Events and Douai Park Association will accept no responsibility of any kind, for anyone contracting the Covid-19 virus or any linked strains of the virus, following a visit to our site. It is your decision as to whether you feel safe in attending.
- . Douai Pavilion will be deep cleaned before the commencement of each event.
- . At all times, whilst visiting the Park, we ask you to adhere to the social distancing guidelines recommended by the Government and ourselves at [www.gov.uk](http://www.gov.uk). There will be posters and signs on site clearly explaining the guidelines in place.
- . Our programme outlines the activities that we intend to hold throughout the summer. It maybe necessary to review some of the themes depending on the Government's guidelines.
- . As we have such a vast beautiful outdoor space, customers will be allowed to sit outside if they adhere to the current guidelines. So, we are hoping the weather will be good! We have a large open sided marquee erected in the grounds, to provide some shelter.
- . If for any reason we need to make the decision to cancel any activity/event in the programme, this will be updated on the Douai park website at [www.douaipark.org.uk](http://www.douaipark.org.uk) and we will try to give as much notice as possible. Please check the updates before you attend.
- . There will be ample car parking and we ask you to park sensibly.
- . We will have tables and chairs set out in the park (to the socially distanced guidelines) for you to use. However, it may be wise to bring your own collapsible chairs/tables if you wish to be guaranteed seating. We ask that your household follow the rules of distancing yourselves from others by a minimum of 1M ideally 2M. You may sit with one other household or a maximum of 6 people from different households, providing you practice the social distancing recommendations.
- . At this point it is not our intention to open the Pavilion building to customers, except for the use of toilet facilities. If the weather changes dramatically during the course of the bar being open, we do have a contingency plan to allow a limited number of customers indoors, but priority will be given to vulnerable customers.

. The serving area will be positioned in the pavilion, and you will be asked to queue outside, and 2 people will be allowed in at a time, to separate serving areas, to place their order. Customers will have to practice social distancing whilst queuing and wear a face mask. There will be 2 members of staff taking your order and preparing it and a separate member of staff will take your payment.

. If the order included food, you will be given a number and the order will be passed to the member of staff in the kitchen, preparing the food. The food will be brought to you with cutlery and napkins at the same time.

. Glasses and plates etc. will be cleared by a member of staff from your table. Please do not attempt to clear these away yourself.

. When specific themed food evenings are taking place, i.e., BBQ/pizza night/Food vans the same stringent measures will be adhered to. The only difference is the food preparation area will be outside rather than in the kitchen and you will be asked to take your food order form to the food area for collection.

. Our staff will wear face coverings, when in direct contact with customers and whenever possible wear disposable protective gloves that will be changed when required. They will all be trained on the social distancing regulations and procedures that we need to implement to ensure our activities are as safe as possible for you to attend.

. If you require to use the toilet facilities during your visit, these will be accessed by the door at the side of the Pavilion, which will be clearly marked. You will be asked to queue under the canopy outside, keeping the necessary distance apart. There will be clear instructions on posters on the doors, regards the procedure you need to take. If we have large numbers of customers, needing to use the facilities, we will have a dedicated member of staff overseeing the use of toilet facilities.

. If at any point you feel unwell during your visit, please go to the serving area immediately, where the first aid point will be positioned, and a member of staff will take care of you.

. If you have any specific questions regarding attending the Douai Park site, please do not hesitate to contact us. We hope you enjoy your visit.

**By following these guidelines, you will be helping us to reduce the risk of the spread of Covid-19 in our community and keeping our customers and staff safe.**

**Thank you**

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