



**MERCHANT
ADVENTURERS'
HALL**

SAFETY AND SOCIAL DISTANCING

BEFORE YOU VISIT

- The Merchant Adventurers' Hall will open to general admissions on Tuesday 8th September.
- There is no need to book but to allow for social distancing, the start of your visit may be delayed allowing other visitors to exit the admissions and shop area.
- Any groups visiting the Hall will be limited to a maximum of 8 visitors in a family group.
- Please note that face coverings will be required inside the Hall in accordance with Government guidelines. All staff will either be wearing a face covering or visor.

ACCESSIBILITY

- Level access is available for those that require it via the Fossgate entrance.

ARRIVAL & DEPARTURE

- As part of the NHS Track and Trace regulations, we are required to take your contact details. On your arrival we will ask for the following:
 - Full name of lead person in the group
 - Number of people in the group
 - Phone Number or Email of lead person

ADMISSIONS & SHOP

- Our friendly staff will take payment and provide you with information on your visit, there is a high plastic screen between you and the staff member with a small gap at the bottom through which items can be passed.

- We will only be accepting card payments at this time and we would prefer customers to use contactless if they are able to do so.
- The counter area will be cleaned between each visitor and then again afterwards and our staff will follow strict hygiene guidelines.
- Your visit starts and concludes in our gift shop. We ask that you don't handle any items you don't intend to buy; however, we will have disposable gloves available should you wish to handle any items.

YOUR VISIT

- You will be asked whether you would like to take an audio guide or written guide. These will be cleaned before and after every use.
- All surfaces including handrails will be regularly cleaned.
- We ask that you do not sit on any of the antique chairs around the Hall. If you require seating, please advise a member of staff who can provide you with a chair.
- There is a lift available for those that require it. This will be limited to individuals or a maximum of two people from the same household. The lift will be sanitised after each visitor or after every tour.
- There will be two hand sanitiser stations; one as you start your visit in the Undercroft and one positioned at the top of the stairs on the first floor.
- Although most of the spaces in the Hall are quite large, the Ante Rooms and Committee Room are small and we ask that you maintain social distancing in these spaces and consider waiting until other visitors have moved out of these areas if they are busy.
- The Hall is well ventilated but windows will be opened in smaller areas.

TOILETS

- We will have toilets available for visitors to the Hall, these are also shared with Merchants' Coffee House customers. However due to social distancing restrictions, only three are available at any one time, this includes an accessible toilet with baby changing facilities.
- Face coverings should be worn whilst using the toilets.
- The toilets will be accessed via a separate entrance to the Hall which will be clearly signposted.
- The toilets will be operated on a light system. If a light is on, the indicated toilet is in use. You will be asked to wait in a designated area until the light goes off.
- If there is a queue, we ask that you remain, where possible 2 metres from the next customer at all times.

- There will be a hand sanitiser station positioned near to toilets which you are free to use.
- The toilets will be 'fogged' prior to opening and then again once we are closed. All surfaces, handles and taps will be cleaned hourly with Hall staff following strict hygiene guidelines to maintain the highest standards of cleanliness.

OUR STAFF ARE HERE TO HELP

- Please do ask any of our staff if you have any queries or concerns. We are here to help!
- All our staff will be trained on our health and safety procedures.
- We ask all visitors to be considerate of each other and of our staff.