

WELCOME TO WILLIAM'S DEN

PLEASE RESPECT THE GUIDELINES

PLEASE PROTECT YOURSELVES AND FELLOW VISITORS

PLEASE BE SAFE AND ENJOY YOUR VISIT

PLEASE BE RESPONSIBLE FOR YOUR CHILDREN AT
ALL TIMES, PLEASE KEEP THEM WITHIN SIGHT AND ENSURE
THEY ADHERE TO ALL GUIDELINES DURING YOUR VISIT



ENTRY IS BY **TICKET ONLY** AND MUST BE PRE-BOOKED ON-LINE



KEEP AT LEAST 1 M APART



WASH YOUR HANDS REGULARLY



DISPOSE OF TISSUES AND LITTER IN BINS



WE ARE **CASHLESS** WE ACCEPT PAYMENTS
BY CARD OR PHONE ONLY



ADULT SUPERVISION OF CHILDREN AT ALL TIMES

Important visitor information

Please read the information below in its entirety, as it contains the details you need for a safe visit to William's Den.

We are confident we have systems and team members in place who are trained to operate safely. All our team members will be wearing appropriate PPE when serving you, and while preparing food or working 'behind the scenes'.

Every measure we have put in place is following current government guidelines, including;

- Reduced visitor numbers
- Hand sanitising stations throughout
- Signage and floor markings
- Increased staff training
- Screens at till points
- Card payments ONLY, no cash
- Even more regular cleaning

ADULT SUPERVISION

Please ensure you keep your child or children within sight at all times. More than ever we feel this is really important in order to maintain everyone's safety.

SAFETY / FIRST AID

The safety of our staff and visitors is really important. Please look after each other and respect guidelines and other visitors. Should an accident happen we have reviewed first aid procedures. Where possible we recommend you bring your own plasters, wipes and hand gel in case they are needed.

WEATHER AND CLOTHING

Please dress according to the weather. We embrace all conditions and suggest you come prepared for whatever the British weather throws at us!

In the event of prolonged rainfall, shelter is limited outside but visitors are welcome to temporarily go back to their cars and / or return later the same day.

PLAY EQUIPMENT

Please be patient, take your turn, let others have a go, use available hand sanitising stations, wash hands regularly and maintain your social distance.

WOODLAND WALK

The walk is now included within the general admission price. Please note the following;

- Access is via the gate in the bottom right-hand corner of the field at the bottom of the Outdoor play area.
- Please stick to the mown tracks only.
- The walk takes anything from 20 minutes to an hour plus, depending on the route taken.
- Appropriate footwear is suggested. It is a natural environment with long grass in places and may be wet and muddy. Walking boots or wellies are recommended
- Adults are responsible for their children at all times.
- Beware of uneven ground, stumps, logs, nettles, brambles etc.
- Dogs are no longer allowed.
- Prams and wheelchair access is not recommended due to uneven ground.

FOOD

The Kitchen Table restaurant will be open for hot and cold drinks, our amazing pizzas cooked in the wood fired oven, freshly prepared homemade meals, cakes and sweet treats.

Our scrumptious homemade ice cream is available to purchase in the shop to take out to the play area.

Our Kitchen Table restaurant is on a first come, first served basis and sits tables up to 6 people. We do have our beautiful outside area to enjoy, however seats out here are limited.

Please enjoy your own food (and the beautiful views) in the Outdoor Den area, where there will be bins available on site for you to responsibly dispose of any rubbish. We would appreciate your co-operation in keeping things tidy for the safety and enjoyment of all.

We request that customers do not touch surfaces or objects unnecessarily.

The picnic tables will be cleaned at regular intervals by members of Team William but we encourage a common sense approach and if you have your own cleaning wipes then please feel free to use them.

Should you wish to bring your own picnic then these are permitted but please NO GLASS bottles, glasses, containers etc. Picnics are also not permitted in the Kitchen Table restaurant.

LOOS

Both loo blocks at William's Den are open for visitors to use. We have unisex loos, family changing loos, a "Changing Places" compliant loo and an ambulant loo. All our loos, taps and hand driers are sensor operated so there is no need to touch anything. However, we ask that visitors wash their hands before and after using the loos as contact with doors will be required.

DOGS

Sorry, no dogs are allowed within the premises unless a guide dog is required.

THANK YOU FOR TAKING THE TIME TO READ THROUGH
AND DIGEST THIS INFORMATION.

We look forward to seeing you soon!

IN THE MEANTIME, PLEASE FOLLOW US ON OUR SOCIAL MEDIA CHANNELS
FOR ALL THE LATEST NEWS FROM WILLIAM'S DEN

