

# 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 TO OUTDOOR PLAY AND WOODLAND WALK 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

# OPENING TIMES

(UNTIL FURTHER NOTICE)

THURSDAY 10AM-2PM

FRIDAY 10AM-6PM

SATURDAY/SUNDAY 10AM-5PM

# ADMISSION PRICE

TO INCLUDE ACCESS TO THE OUTDOOR PLAY & WOODLAND WALK

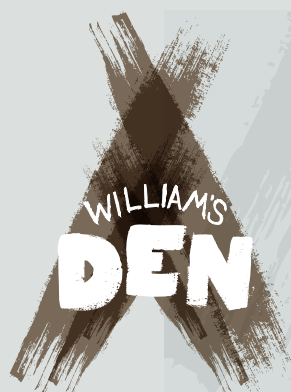
	OFF PEAK	PEAK
CHILD*	£6.95	£8.95
ADULT	£6.95	£8.95
CONCESSION**	£5.95	£7.95
CHILD 1-2 YEARS	£4.95	£6.95
BABIES	FREE	FREE

\*CHILD PRICE APPLIES TO THOSE BETWEEN 3 AND 18 YEARS OLD

\*\* CONCESSION APPLIES TO OVER 65'S, DISABLED PERSONS, CARERS AND BLUE CARD HOLDERS. PROOF OF STATUS REQUIRED

PLEASE NOTE THAT TICKETS ARE  
NON TRANSFERABLE, NON REFUNDABLE (UNLESS UNDER A FURTHER  
LOCKDOWN SITUATION)

WE ARE CURRENTLY UNABLE TO OFFER GROUP DISCOUNTS, BIRTHDAY  
PARTY PACKAGES OR SLEEPOVERS



## 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 summer throws at us! All indoor areas remain closed, except for the loos.

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 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 highly recommended. 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.

- Prams and wheelchair access is not recommended due to uneven ground.



## **FOOD**

The Kitchen Table restaurant will be open for takeout food, hot and cold drinks, our amazing pizzas cooked in the wood fired oven, freshly prepared homemade meals, cakes, sweet treats and of course our own scrumptious homemade ice cream.

Wherever possible we will also be serving drinks and yummy treats to go from the Snackbox.

We will also be operating a QR code for you to order take out food and drinks to your picnic table.

Please enjoy your 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

## **LOOS**

The main loo block at William's Den is 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.

There is a clearly marked one system around the loo area so please adhere to this.

## **DOGS**

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

## **FRIENDS OF THE DEN**

Memberships ceased on the 15th February 2021. All current members had letters regarding this change and have since received Membership Credit Refund Vouchers to use on tickets booked online.

Former Friends of the Den with active Membership Credit Refund Vouchers will still benefit from 10% discount on all food and beverages and in the shop. Please give your name and present your Membership Credit Refund Voucher before ordering at the till (either on your phone or a printed copy).

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

