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 IN SIGHT AND ENSURE THEY ADHERE TO THE GUIDELINES

# Entry to Outdoor play and Woodland Walk is by TICKET ONLY and must be pre-booked on-line



Keep at least 1 m apart



1m

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, 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, while preparing food or working ‘behind the scenes’.**

We follow the current **Covid-19** Government Guidance. **Including;**

* Reduced visitor numbers
* Hand sanitising stations throughout
* 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 in 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 the 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!

For safety, we reserve the right to operate hourly sessions in the Indoor Den or a “one in /one out” system if required.

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**

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 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 home-cooked food, hot and cold drinks, our amazing pizzas cooked in the wood fired oven, freshly prepared home-made meals, cakes, sweet treats and of course our own scrumptious home-made ice cream.

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 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.

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**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

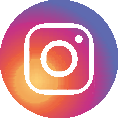
their hands before and after using the loos as contact with doors will be required.

**Dogs**

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

**Indoor Den safety**

In the interests of safety, it is essential that the Indoor Den floor space is kept clear of any personal items, this includes bags, prams, push-chairs - strollers or any other items that may take up room on the den floors and walkways. This is classed as a hazard and you are required to leave these items at the designated welcome area or in your car. If you are visiting with a baby then carry cots detached from the pram bases are accepted in the Indoor Den.



# Thank you for taking the time to read through this information.

In the meantime, please follow us on our social media channels for all the latest news from William’s Den