

Nottingham Castle COVID-19 Information

With the risks posed by COVID-19, Nottingham Castle has conducted a thorough review of its onsite procedures and introduced the following measures to ensure the safety of all staff and visitors.

Visiting us

Don't visit if you are unwell. As per GOV regulations visitors shouldn't leave their home to visit Nottingham Castle if they have:

- Any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to sense of smell or taste)
- OR Are waiting for a coronavirus test result.
- OR Have tested positive for coronavirus within last 14 days.
- OR live with someone who has symptoms, is waiting for a test result or has tested positive in the last 14 days.
- OR someone in their support bubble has symptoms, is waiting for a test result or has tested positive in the last 14 days.

Maintain 2 metre social distancing.

Social distancing is a primary action to prevent transmission. Visitors should keep 2 metres apart from each other unless from the same household ([see GOV regulations](#)). To enable this, we will implement the following:

- Online ticketing – We are will only be selling tickets online. Where possible, help us keep Nottingham Castle 'Covid secure' and minimise delays on your arrival by buying your tickets via our website.
- Timed tickets – to improve visitor flow and avoid over-crowding.
- Restricted visitor numbers – to avoid over-crowding.
- Pre-purchasing of tickets on the Nottingham Castle website – fast track queueing and access.
- Adaption or removal of hands on activities to reduce touching and increased cleaning frequency.
- Limited closure of areas and activities where distancing cannot be maintained. e.g. tours.
- Designated route for all visitors to follow to avoid over-crowding.
- Queuing floor spot signs for activities and at admissions.
- Supervision of Castle spaces by our staff and volunteers and procedures in place so they can help with enquiries and remind visitors to socially distance.
- Removal of visitors by security staff who ignore visit rules despite being asked not to.
- Children to stay with family groups and be under supervision of parent /guardian at all times.
- Procedures at pinch points such as staircases, toilets and lifts in place to manage visitor flow.

Regularly wash hands

Visitors will be encouraged to regularly wash hands throughout their visit using our hand sanitiser stations in locations throughout the site and / or with soap and water after using our toilets.

NHS Test & Trace

In line with national guidance, Nottingham Castle uses the NHS Test & Trace app which all visitors will be expected to sign-in using when coming to the site.

Supporting Visitors

We have prepared resources to support visitors to be informed of how this might work and to stay safe on their visit to us. These include:

- Pre-visit e-mail when a ticket is sold through our website.
- Visitor safety information and what to expect when visiting on the Nottingham Castle website.
- Temperature checks – Our staff will check your temperature on arrival. If you have a high temperature, you will not be allowed to visit that day.
- Signage outside the entrance to the Castle explaining visiting rules (and repeated through admissions area and exhibition areas) using pictograms and easy to understand language.
- One-way directional route and queuing floor signage.
- Clear communication in place at the entrance and throughout the Castle to remind visitors of visiting requirements, including loud-speaker announcements.
- Card only payments – We will not be accepting cash payments, so please pay by card and where possible, contactless.

Cleanliness and cleaning

An enhanced cleaning regime is in place. The Castle will be cleaned daily before opening and whilst open to the public. Higher risk areas such as toilets, interactive activities and screens, handrails, desks, will receive additional focus and be regularly cleaned throughout the day.

Hands on activities will be stopped or adapted to reduce the need to touch an exhibit.

Personal protective equipment (PPE)

Government guidance states that from the 08/08/20 it will be a legal requirement for visitors to wear a face covering when visiting Museums in England. Face coverings should be viewed as an additional control alongside the key controls of social distancing, hand washing and enhanced cleaning regimes and not instead of. Visitors will not be granted access to the Castle without a face covering and will be reminded to continue to use it throughout their visit. Individual exemptions to this rule can be found in this [link](#). PPE can also be a useful control measure where risk is heightened e.g. 1- 2m distancing.

Front of house staff members will be wearing PPE as an additional precaution when interacting with visitors.

We will provide single use disposable gloves for certain activities where appropriate.

