



We are delighted to let you know that aMaizin! Adventure Park will re-open on 01<sup>st</sup> July.

The safety, well-being and health of our guests and staff is, as always, our top priority.

Please observe government guidelines. Maintain distance, observe good hygiene, frequent hand-washing and be socially aware during your visit.

It is important we work collectively to ensure the safety of all those that visit or work at the park. You may find you will need to shadow children to ensure they are safely following all guidelines, and our staff should not be responsible for ensuring your children are following procedures.

The owners and management team will be available to chat to you about any concerns and please remember this will be a constantly evolving situation based on the latest advice.

Please do not visit if you or your children are feeling unwell, you have a temperature or have possibly been exposed to someone who has been diagnosed with Covid-19.

## FAQs

### *Who can visit aMaizin! Adventure Park?*

We will be having a soft opening to allow us to check our procedures are working and what needs tweaking. Members only will be allowed to the opening week. We will welcome non-members as soon as we are comfortable our procedures are working well.

### *What are the opening days and times?*

Wednesday – Sunday 10am – 5.30pm. This will be extended when we are confident that restrictions are working well, and we anticipate increased opening hours within a couple of weeks.

### *What precautions are you taking to ensure my visit is as safe as possible?*

- Soft opening with members only initially. Limiting visitors daily
- Card payments encouraged
- Initially open Wednesday – Sunday. This is due to the large amount of activities that need individual training and to allow us to tweak and update any procedures quickly.
- All staff will wear face shields to ensure we can communicate easily with you and your children
- Increased cleaning is in operation and all contact points will be priority. Hand sanitiser points around the site
- The indoor area, tractor rides and slip n'slide will remain closed initially. The maze is not available this year.
- Catering safety changes have been put in operation.
- "Keep left" system on the pathways.
- The maze has not been planted due to the unavailability of the special contractors from the UK, so the first year with no maize. Tractor rides and the slip n'slide are the only two activities that will not be available until guidelines change. Our indoor area will remain closed on government advice.
- Required floor markings to manage queues in indoor areas
- Required distancing at activities
- A separate first aid room has been set up to allow us to clean after each use. Please ensure you have your own supply of plasters / wipes for grazes and bumps as the first aid room will be kept for recordable incidents only, for the protection of staff and to allow full cleaning after use.

With over 30 activities, and reduced visitor numbers we are confident that there will be plenty of activities for you and your family to enjoy. Each activity will have specific Covid safety information (if required). The signs will be clearly identified, and an example is shown.



*What precautions are you taking at food service points?*

- Hatch service and food collection will be in place.
- The Diner itself will be closed but the accompanying marquee will have seating available for those purchasing food and drink on site.
- Cutlery and condiments will be handed with your meal/ snack and will not be available for self-service.
- No individual menus will be available, the menu will be available on boards to read.
- More takeaway packaging will be used to limit surface contact.
- Picnic tables will still be available and will be cleaned regularly throughout the day.
- Social distancing strictly adhered to in staff catering areas.
- Regular in-depth cleaning to take place across the site.
- Playbarn snack bar will not be available until government advice changes and we can open indoor area.
- Customers encouraged to dispose of packaging to reduce risk to staff.

*What precautions are the staff taking?*

- All staff have been issued with face shields and further PPE has been issued to ensure their protection.
- All staff have completed a "Prevent Covid-19" course
- All staff will be health-monitored
- We have an integrated staff policy and further internal solutions to ensure the safety of our staff and the safety of our customers.

*Do I need to wear a face mask?*

We have looked at all available information and have not implemented a face mask restriction.

### *What areas are available?*

The good news is that the re-vamped dino dig and educational trail is now open to enjoy.

Shortly after re-opening we will have two zip wires for you to enjoy! The installation team will be with us as we re-open so the activity will be available shortly after re-opening.

Many of our outdoor activities are available including the much-loved barnyard.

Our maze has not been planted due to the unavailability of specialist contractors, so will not be available.

The indoor area remains closed due to current government advice. The tractor rides and slip n'slide will be closed initially as social distancing / chemical cleaning cannot take place as frequently as required.

Rangers Diner will be open, but hatch serving only. The marquee of Rangers Diner will be available for food and drink purchased on site.

This will be subject to change as we will re-instate activities as soon as we can do this safely.

### *Is the barnyard available to visit?*

The barnyard has always followed strict cleaning and infectious diseases guidelines so we are happy for you to visit this area. We would respectfully remind you that some of our animals are elderly as they have been rescued or rehomed, and they may take a little while to adjust to seeing their little friends again.

Many are also on special diets so please do not feed the animals.

There will be no animal handling in operation.

Please wash your hands, on arrival **and** departure, for extra safety.

### *Is the retail shop open?*

Yes, the shop is open and we would ask you remain vigilant of those nearby and follow the 2M guidance signs when paying for your goods.

### *How will all the other activities operate?*

Required distancing will be in operation on all activities. Increased sanitisation and contact point cleaning will be in operation. Equipment such as toboggans, go-karts and golf clubs will be regularly sprayed with disinfectant throughout the day. If you suffer from sensitive skin or are in an "at risk" category, we recommend you bring and use gloves for personal use.

### *Will admission prices remain the same for non-members?*

With initial capacity at 40% of normal summer levels, increased staff, increased cleaning and continued animal care and retention of our staff, the costs for the business have risen hugely whilst income has fallen drastically.

Therefore, we will not be reducing admission prices. This also ensures that our customers will have more flexibility with their visits due to limited capacity.

We would recommend you have a good look at available activities and decide on value to you and your family. A membership is good value and only requires six visits before it pays for itself. (A membership is for a minimum of 12 months).

### *Can I book in advance?*

We have decided not to operate in this manner as we need to monitor outgoing visitors as well as those incoming. We will review this after our soft re-opening launch and advise of any changes.

### *Will you be taking new memberships when you re-open?*

Memberships will be available when we open, this may change subject to availability. We are fortunate that suspending membership payments has allowed us to keep the majority of our membership base, and we will be prioritising members as a thank you for their support over the years.

### *When will non-members be able to visit?*

We will welcome non-members as soon as we are comfortable our procedures are working well. Please check website and social media for updates.

### *Can I book an event / birthday party?*

Our term-time events and benefits have now finished for the spring as originally planned, we hope to resume the schedule in September as normal, and will monitor guidance closely.

We are not taking party bookings at present. Government guidelines do not allow gatherings from different households and whilst the park is large, meeting, eating and departing would be more difficult under current restrictions.

Group bookings will be on a "case by case" situation, and will only be taken if we feel we can operate them at a safe level.

### *Is my membership still open?*

If you have cancelled your mandate we will have contacted you and closed the membership (for members 12 months +) if we didn't receive a reply.

We know from experience that sometimes a partner cancels a mandate and you may be unaware.

Please call the office T. 482116 if you are not sure if your membership is still open, prior to your visit.

We are unable to re-open closed memberships, but we can take out a new membership whilst they are available but the minimum 12 months required membership will still apply.

We will only take new memberships with direct debit payment (no annual payments) for the foreseeable future.

We will not be able to answer membership enquiries at reception, so we strongly urge you to call the office with any enquiries prior to arrival to ensure smooth entry for those social-distancing in the queue behind you. Reception information is limited for your data safety.

Memberships payments will re-start on 01<sup>st</sup> July. Memberships were suspended at the end of March so we will resume with payments due on 01<sup>st</sup> monthly.

We regret we cannot make individual changes as this is a complete system update to re-start payments.

We are unable to offer a membership to anyone who has not complied with the terms of a previous membership or is in payment arrears.

### *Can members bring additional children / guests to pay on arrival?*

Members can bring an additional paying guest from your household. As normal, regular entry fees will apply.