



Now open!

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.

If you are visiting with a pram and using the playbarn, please use the buggy store provided to ensure that other visitors do not have to break social distancing when bypassing your possessions. Also ensure all coats, bags and shoes are tucked under your table and not around the periphery of your table.

Please keep your children with you when awaiting entry to the park, and ensure they minimise touching of merchandise whilst waiting,

FAQs

Who can visit aMaizin! Adventure Park?

The park is now available to all.

If you are awaiting a negative result after travel, please do not visit until this is received.

What are the opening days and times?

Tuesday - Sunday 10am - 5.30pm. (Activities close at 5.15pm)

Monday will remain a cleaning day and we will not re-open on Monday until next year.

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

- Limiting visitors daily
- Card payments encouraged
- Staff will wear face shields on indoor areas.
- Increased cleaning is in operation and all contact points will be priority. Hand sanitiser points in areas where queuing is probable. Regular hand-washing is required for other outdoor activities.
- In the event you or your child cannot use sanitiser please wash your hands immediately before using indoor area or teacup rides and advise our staff this has been done. Please wash your hands again after using either of these facilities. You must accompany your child to these areas (each time they enter these activities) to ensure the team are aware that correct precautions have been taken.
- Tractor rides are unable to operate under current guidelines, we have trialled a number of solutions and will advise by social media if they become available. The maze has not been planted due to unavailability of specialist team during lockdown.
- Indoor area is now open, but Snack Bar will remain closed to avoid queuing in this area. Adults will be limited to the number of seats available.

- Please DO NOT eat snacks / food in the indoor area unless they have been purchased by us as indoor areas are reserved for food & drink purchased on site. In addition, we have taken precautions for our staff with packaging and food available, and we do not want to put our staff at risk by picking up food from floors.
- Catering safety changes have been put in operation.
- “Keep left” system on the pathways.
- Required floor markings to manage queues in indoor areas
- Required distancing at activities
- A separate first aid area 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 area will be kept for recordable incidents only, for the protection of staff and to allow full cleaning after use.
- Information is clearly available in other areas such as the indoor toilets.
- We are fortunate that our air flow heating system is effective in allowing excellent ventilation in indoor areas. The team are trained to ensure this is operating to maximum efficiency so there may be an occasional temperature change whilst we adjust the systems.

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.



For those who have not visited previously, we have an indoor area (minus soft play) with a number of activities. In the park we have a toboggan, go-karts, goldmine, Crazy Golf, water activities, barnyard, jumping pillow to name a few.

What precautions are you taking at food service points?

- Hatch service and food collection will be in place in Rangers Diner.
- The snack bar will remain closed to avoid queuing in this area.
- Rangers Diner 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 sanitised regularly throughout the day.
- Social distancing strictly adhered to in staff catering areas.
- Regular in-depth cleaning to take place across the site.
- Pager system in operation for food collection.
- Customers to dispose of packaging to reduce risk to staff.

- Indoor areas restricted to food purchased on site as always and for staff protection.

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 all.

What areas are available?

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

Two zip wires will be opening soon.

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

Tractor rides are unable to operate under current guidelines.

Rangers Diner is open, but hatch serving and food collection only. The snack bar in the playbarn will only re-open when shielding staff can return.

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Our barnyard

The barnyard has always followed strict cleaning and infectious diseases guidelines so we are happy for you to visit this area. Many animals 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.

Our playbarn

As we are NOT soft play, we have been permitted to open the indoor area, but there will be a few changes.

- Imagination Street is open, and items and areas will be cleaned regularly
- The wooden frame is available to explore.
- The cannon balls have been removed, so the cannons will not be in operation
- The only area of soft play, for the babies, has been removed until guidelines change.
- The dropslide will not open until social distancing requirements change.
- Tables have been marked on the floor to show social distancing. Please do NOT move tables.
- Larger family tables are available in the party room
- The snack bar will not re-open immediately, we can accommodate more people if there is no queuing in this area. We are working on a solution as we know this will be missed, but if you could work with a friend in the meantime to order from Rangers Diner.

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. If you are unable to use hand sanitiser, please wash your hands immediately before using indoor area or teacup rides and advise our staff this has been done. Please wash your hands again after using either of these facilities.

Will admission prices remain the same for non-members?

We are still operating at a loss, and will continue to do so for some time. The future of the business, is dependent on your support.

With a 70% drop in 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.

We haven't increased prices to cover additional costs 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).

Track and trace

Members will have guests allocated against their membership so will not be asked for track and trace details.

If you are not a member, we will ask the paying person of your party to provide track and trace details. These details will be collected for the purpose of the government contact tracing scheme. The government may contact you if necessary for the purpose of this scheme.