



Detailed advice for visitors to our farm and cafe

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COVID19

The following safeguards have been put in place to maximise the safety of our staff, our visitors and our animals.

Please maintain 1 metre plus social distancing at all times

For those planning to come and visit us, please be aware we do have the following measures in place to keep you and our staff safe:

- Please wash hands thoroughly before leaving home and before your experience.
- The entrance, shop, cafe and toilets will operate a controlled system to ensure social distancing is kept to as much as possible. If you have an experience booked please ensure you arrive with plenty of time to spare, as signing in may take longer than normal, and latecomers will not be permitted to take part if the health and safety briefing is missed.
- Facemasks must be worn on all experiences and in all indoor areas of the farm, except when sitting to eat or drink in the Chilli Bean.
- We will have a limited number of masks for sale, however please do try and remember to bring your own.
- If you are feeling ANY of the recognised COVID signs of a new persistent cough, loss of taste or smell or a temperature of 38 degrees or more, please do not attend the farm. We still have a 48 hour cancellation policy. So providing you contact us, by email, 48 working hours before your experience starts, you will be able to rebook. If you do not contact us outside of the 48 hour window, your experience space will be forfeited.

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- Extra boot wash and outdoor hand wash facilities are in place to avoid needing to use the bathroom sinks after your experience, to avoid overcrowding and long queues. We also have hand sanitisers around the farm, which we recommend using after washing your hands.
- Both sets of toilets will have a one household in and one household out policy and have alcohol wipes for you to wipe all used surfaces before you leave. These can be disposed of in the bin provided.

During your experience

- All lead ropes are sanitised after every experience.
- We will ask that masks are worn throughout the experience.
- We ask people to maintain social distancing in the seated health and safety briefing.
- At the end of the experience you should ensure hands are washed.

Eating & drinking at the farm

- The ChilliBean and ice cream kiosk are both card only.
- Masks must be worn in the ChilliBean at all times except when seated to eat and drink.
- For track and trace, please ensure you scan our QR code and follow the onscreen instructions or leave your contact information in our book.
- The cafe seating has been modified to 1m plus spacing. We have extended outdoors at the back of the Chillibean as well as the courtyard so plenty of extra socially distanced seating and a further grassed area is available.
- Waiting staff will wash their hands between serving each table.
- Waiting staff will be wearing masks.
- Please allow people out of the cafe before you enter.
- Tables and chairs will be cleaned down after every use.
- All plates, cutlery etc are washed in our high temperature dishwasher.
- Hand sanitiser is available on entry, please ensure this is used.
- We will not accept table bookings of more than 6 from 14th September

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UPDATED & CHECKED 24/9/20