

## COVID-19 Safety Measures

### Visitor Charter

Thank you so much for visiting Blue Reef Aquarium. Please help us to keep you and the Blue Reef team safe during your visit by observing the following measures:

- Please only visit Blue Reef Aquarium if you feel well. If you have any of the following symptoms : a fever, a new and persistent cough or a loss of, or change to, your sense of smell or taste, please do not enter, please do not put our team or other visitors at risk.
- Please be aware there may be unavoidable queuing and waiting times during your visit (Peak times are usually between 11am until 4pm). We are doing our best to keep visitors and staff safe whilst creating an enjoyable experience for all.
- Please observe social distancing with our team members unless we have provided a screen, should you require assistance please raise your hand, do not approach them and we will be happy to help.
- Face coverings must be worn in indoor settings except in areas designated for eating and drinking. Children under aged 11 are not required to wear face coverings. Additionally other exemptions apply. We are required to remind people to wear face coverings. Wearing of face coverings is not a replacement for social distancing and regular hand hygiene.
- You can only visit in groups of up to 6 people, (unless visiting as a household or support bubble which is larger than 6).
- It is mandatory for one individual per group to register with our track and trace QR code when purchasing tickets on arrival.
- At till points we ask that only one member of your group approaches the counter and you adhere to queue position guidance. Card/ contactless payment is preferred although we can accept other forms of payment.
- On arrival into the Aquarium, please make use of the hand sanitising stations and hand washing facilities around the aquarium.
- We have a one way route around the aquarium. Look for the fish symbol markers for safe social distancing from others. Please remain in your visiting group and keep together around our exhibits. We expect excited children but keep them close and ensure you all respect the one way system
- You may be asked to leave pushchairs and prams in the buggy park to allow extra space for social distancing.
- Make a conscious effort to ensure you and all members of your group avoid where possible the touching of hard surfaces including aquarium glass and ledges.
- We have signs by exhibits asking you to wait until the next zone is clear. Please only move onto the next zone or exhibit when it is clear.
- We have made changes to our talks and feeds schedules in order to keep staff and visitors safe. Please see further information in the talks programme.

We hope you enjoy your visit, we look forward to welcoming you.

**Wash hands, cover face, make space.**