



## **New COVID-19 Health and Safety Measures**

### **Customer Charter**

Thank you for visiting Bristol Aquarium, to help keep you and our team safe during your visit please observe the following new measures:

- If you are feeling unwell or have any of the following COVID-19 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.
- If you witness anyone appearing unwell or displaying COVID-19 symptoms during your visit please let a member of staff know.
- Please remain in your visiting group and keep together around our exhibits. We do expect to welcome excited children but please keep them close.
- Please adhere to the government social distancing guidelines at all times. We have set a one-directional route around the aquarium and reduced daily capacity to help make this possible.
- Our team members are always available to help but please observe a separation with our team members unless we have provided a safety screen.
- At tills can we ask that only one member of your group approaches the counter and you all follow the separation lines on the floor. Our preferred method of payment is card and where possible contactless.
- Hand hygiene is essential, please make use of the additional hand sanitising stations provided and hand washing facilities around the aquarium.
- Make a conscious effort to ensure you and all members of your group avoid where possible touching hard surfaces, including aquarium glass.
- Face coverings should 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 will not refuse entry to those not wearing a face covering, nor will we question anyone as to their reason for not wearing a face covering. We will make the assumption that a visitor has a valid reason for not wearing a face covering. 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.

We are confident we have provided a safe environment for your visit today but please let us know if there is anything more you feel we could do to improve your experience with us.

**We hope you have a 'fin'tastic underwater experience with us!**

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