



Ruthin Craft Centre – Visitor Policy

22 December 2021

Our doors are open and we look forward to welcoming you to the centre.

We've updated our policies and Risk Assessments in line with UK and Welsh Government guidelines: with help from our colleagues in Denbighshire Leisure Ltd and by sharing best practice within the sector. Our team continues to ensure that Ruthin Craft Centre remains 'Covid-19 secure'.

Our absolute priority is keeping you and our staff safe.

It is important to understand that the rules here in Wales are slightly different.

Although the legal obligations fall on specific persons, everybody in a workplace or on premises open to the public has a personal responsibility both for their own behaviour and also not to frustrate steps taken to ensure that the risk of transmission of coronavirus across Wales is reduced.

You will notice changes when you visit us (these are updated all the time as new guidance and regulations are issued).

When will you be open?

- We've changed our Opening hours, we will now be open between **10.00am – 5.30pm** Tuesday to Sunday (**Closed on Mondays**) every week until further notice.

How do I visit?

- You are welcome to visit site at any time during our public opening hours as listed above.

How will we ensure that Ruthin Craft Centre is safe for visitors?

- **It remains a legal obligation in Wales to wear a face covering in all indoor public places.** We therefore require and encourage you to wear a face covering when visiting us (unless exempt), for your safety and for that of our staff. For more information, please visit the Welsh Government website www.gov.wales/coronavirus
- Craft Centre staff will continue to wear face coverings (in line with Welsh Government requirements)
- We ask that you continue to **wash your hands** on entry with the sanitising gel provided.
- **Social Distancing** – Help us to continue to keep everyone safe by maintaining clear physical distance, whenever possible, from customers and staff when you're in Ruthin Craft Centre.
- Plastic guard shields will remain at the reception/sales desk.

Will your toilets be open?

- Our public toilets are now all fully re-opened.

Can I use cash?

- We can accept cash payments, however, visitors are strongly encouraged to continue to pay via contactless methods whenever possible.

Workshops and Engagement Activities

- As Government regulations and Guidelines have changed we have now re-commenced our on-site Workshop and Engagement activities. Please see the relevant sections of our website and social media for updates and programme details.
- However, some areas such as our Hands-on Activity space will remain closed for now.

Will the Restaurant be open?

- **Café R opening times are as follows:-**
Monday: CLOSED
Tuesday to Sunday: 9am – 4pm
(hot food served between 9am – 3pm)

Contact number for booking: 01824 708099

What if I feel unwell?

- If you or someone with whom you have recently been in contact is showing symptoms of Covid-19, please postpone your visit to the centre.

What if Alert levels change again?

- If Covid Alert Levels and Government guidance and restrictions change we may have to make changes to Visitor Policy rules and/or close at short notice.

Currently there are no restrictions in place for travel into or out of Wales as long as you are travelling to or from a country within the UK or wider Common Travel Area (Ireland, Isle of Man and the Channel Islands).

If you intend to travel from an area where different Covid-19 Restrictions are in place, please do not visit, you may reschedule your visit for a later date.

Ruthin Craft Centre, The Centre for the Applied Arts, Park Road, Ruthin, Denbighshire, Wales UK. LL15 1BB.
 Tel: +44 (0)1824 704774. FREE admission. FREE on-site parking. www.ruthincraftcentre.org.uk

