



Ruthin Craft Centre – Visitor Policy

14th September 2020

We're delighted to announce that Ruthin Craft Centre will re-open on **Wednesday 12th August**, we are excited to be opening our doors again and we look forward to welcoming you back!

Our absolute priority is keeping you and our staff safe.

Our team has spent a lot of time to make sure that Ruthin Craft Centre will be 'Covid-19 secure'. We've updated our policies and Risk Assessments in line with UK and Welsh Government guidelines and with help from our colleagues in Denbighshire Leisure Ltd and sharing best practice within the sector. We want to assure you that we've done everything we can to ensure that we are operating securely.

Our phased re-opening means that you will notice a number of changes when you visit us (this guidance is being updated all the time as new guidance and regulations are issued). In line with Government Regulations and Guidelines and in order to avoid large gatherings of people, there will be no workshops or hands-on activities at Ruthin Craft Centre until further notice. We are developing new creative platforms and engagement programmes for everyone to take part in and enjoy, we'll keep you updated on these developments as they progress.

When will you be open?

- We've changed our **Opening hours**, we will now be open between **11.00am – 4.00pm Wednesday to Saturday** every week until further notice.

How do I visit?

- **Please use our new Visitor Booking system** for 1-hour timed visiting slots for ALL visits to the centre and galleries. **Book via our website [HERE](#)**
- We also offer additional bookable appointments for those who want to visit alone, require further reassurance or are vulnerable, either side of our new opening hours.
- We will be limiting the number of visitors; restricting visitors to a maximum of 20 (or three family groups) at any one time.
- You are welcome to drop in to visit us during our opening hours, however there may be a queue if the gallery is at capacity – **we therefore advise using the free booking system to avoid queuing.**

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

- **We require 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 [HERE](#)
- We ask that you **wash your hands** on entry with the sanitising gel provided.

- **Social Distancing** – Help us keep everyone safe by keeping a 2-metre distance from customers and staff when you're in Ruthin Craft Centre. We've added new signage to help guide you and we ask that you shop alone within our Retail Gallery area where possible. Some areas like our hands-on activity spaces will be closed for now.
- We have a new **Enhanced Cleaning** schedule in place – please help us by **not handling items** within our Retail gallery area unless you absolutely have to. We will provide disposable gloves for those wanting to inspect items before purchase. Any items that are handled will be kept off sale for 72 hours, this applies to returned items too.
- We have installed new plastic guard shields at the reception/sales desk.
- We are required to record contact details for all visitors as part of '**Test, Trace, Protect**'. Details will be taken at time of visit/booking on-line. We keep (and dispose of) these details in line with the Information Commissioner's Office [guidelines](#).

Will your toilets be open?

- Certain areas may be closed or restricted when we re-open – this means that a limited numbers of toilets on site will be open to the public for now. We will be reviewing this as guidance is updated.

Can I use cash?

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

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.

Will the Restaurant be open?

- **Café R will not be open for now**, and will re-open at a later date.
- There are a number of food and beverage options available in the local area – so why not follow the **Art Trail** [HERE](#) into town and explore the historic market town as part of your visit.

What if there is a new Lockdown?

- If we are required to close again due to a new Lockdown being enforced, we may have to close at short notice, therefore all appointments will then have to be cancelled. If you intend to travel from an area where a new Lockdown is enforced, 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

