



# Ruthin Craft Centre – Visitor Policy

## 29 October 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](http://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 Friday: 9am – 4pm (hot food served between 9am – 3pm)**  
**Saturday: 9am – 7pm (hot food will be served between 9am – 6.30pm)**  
**Sunday: 9am – 4pm (hot food will be served 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](http://www.ruthincraftcentre.org.uk)

