**WELCOME TO FLOWERFIELD ARTS CENTRE**

We’re so excited to be open again and we look forward to welcoming you to Flowerfield Arts Centre. We have measures in place to reduce risks and have outlined what you can do to help us provide a safe visit. Here’s what we're doing to welcome you back:

**REDUCED OPENING HOURS**

Our reduced opening hours allow us to clean the deep clean Centre. Our opening hours are:

Sunday & Monday Closed

Tuesday 10:00 - 16:00

Wednesday 10:00 - 16:00 & 19:00 - 21:00

Thursday 10:00 - 16:00 & 19:00 - 21:00

Friday 10:00 - 15:00

Saturday 10:00 - 13:00 (16:00 during the 2021 Craft Market)

**TRACK AND TRACE**

Venues are required to collect customer details to help with the Test, Trace, Protect contact tracing programme. We must record the name and telephone number of each visitor over the age of 16 and the date and time of the visit. You can do this by using your smartphone to scan the Track and Trace QR code on arrival or by completing a short form. If you book via Eventbrite please complete your full details. We only keep this information for 21 days after your visit, after which it is destroyed.

**SOCIAL DISTANCING**

We’ve carried out a full assessment of our space and will be implementing various measures to ensure there is a safe distance. This includes floor markings, new queuing systems, and a new dynamic form of allocated seating advising social distancing of 2m throughout the Centre.

**ONE-WAY SYSTEM**

Signage on the floor guides visitors and staff to keep left when walking throughout the Centre. The first floor is accessed via the central stairway (close to reception) and by exiting via the rear stairway (furthest from reception).

**LIFTS**

Lifts are restricted to one person.

**TOILETS**

Toilets are restricted to one person or one family unit per time.

**REDUCED CAPACITY**

We have reduced the capacity within our public areas, workshop spaces, galleries, auditorium configuring room set-ups to adhere to these capacities.

**STAGGERED PROGRAMME**

We’ll be staggering our activities to ensure people can exit and enter areas where activities are taking place without congestion in public areas at any one time. This will also provide more time for cleaning between activities. Participants are provided their own materials or equipment at each workshop.

**ONLINE PROGRAMME**

We understand that not everyone is ready to mix outside their ‘bubble’ which is why we will continue to offer online workshops, virtual talks, and exhibition tours along with performances you can enjoy from home.

**HAND SANITISING STATIONS**

Hand sanitising stations are in place at entrance and exit points and throughout the Centre for our staff and customers.

**ENHANCED CLEANING REGIME**

We’re increasing our cleaning regime to ensure high touch points are regularly disinfected. We've staggered the schedule of activities to ensure the areas are cleaned post-activity.

**PRACTISING GOOD HAND HYGIENE & RESPITATORY ETIQUETTE**

In addition to our hand sanitising stations staff, tutors and users are also reminded of practising good hand hygiene and respiratory etiquette with signage in relevant areas.

**FACE COVERINGS**

You must wear a face covering when you go to any indoor public space, unless exempt or aged 13 years or less. Face coverings can be removed while seated at a workshop while maintain social distancing.

**ONLINE BOOKING**

We are recommending everyone book online. Our capacities are much reduced so booking online should help prevent disappointment and will help us limit capacities and allow us to participate in the Test and Track scheme. You can still book over the counter or telephone by calling Box Office on T: 028-7083-1400.

**PAY USING CARD**

We accept payments by cash, but we would prefer processing payment using credit or debit card.

**POSTPONE YOUR VISIT IF YOU ARE UNWELL**

If you’re experiencing any COVID-19 symptoms, please reschedule your visit to when you gave fully recovered. We will be able to refund you if you contact us 48 hours prior to your activity, or we will be able to offer you an exchange beyond that point.

We review our measures on a weekly basis to make sure we are responding to the best public health advice as well as our customers' needs. We will notify customers of any major changes.

The best way to keep up to date with our plans is to join our mailing list <https://www.flowerfield.org/>

If you have any questions, please contact us at [info@flowerfield.org](mailto:info@flowerfield.org) or T: 028-7083-1400