



Family Events & Activities

Covid 19 – Keeping you safe

Our centre has been made fully Covid secure and we are delighted to be welcoming visitors again. Here is all the information you need.

Face Coverings

For the safety of our staff and other visitors we ask that anyone 12 years and older wear face coverings in our shared indoor spaces. These include, reception area, toilets and classrooms.

We ask for visitors to be aware and respectful of exemptions and not to challenge those who are not wearing a face covering. Some people are less able to wear a face covering than others, and the reasons for this may not always be visible.

Before You Arrive

In order to keep our guests and staff safe, we must ask that you confirm that your booking complies with any relevant national and local guidelines due to COVID-19 that are in place. This includes but is not limited to any maximum allowed group sizes and numbers of households and any local lockdown restrictions that may affect your plans.

Please also inform us as soon as possible should anything change before your arrival that may affect your visit.

We will also ask you to confirm your adherence to relevant guidelines when you arrive as well as support you with various Covid Secure measures during your stay.

Please do not visit our site if you or anyone in your household has any of the following symptoms:

- High temperature
- New, continuous cough
- Loss or change to your sense of smell or taste
- Please let us know if anyone in your group is at higher risk from Coronavirus.

On Arrival

To make your arrival as swift and safe as possible we have the guidance below:

Follow agreed arrival times and procedure.

Check-in will be paper free.

Staff will give further social distancing guidelines.

While on site

Throughout your visit please follow good hygiene and social distancing guidelines:

- Frequently wash your hands with soap and water.
- Hand sanitiser will be provided when soap and water is not available.
- Follow good hygiene whilst coughing and sneezing.
- Avoid unnecessary hand contact.
- Avoid touching eyes, mouth and nose.
- Anyone displaying Covid-19 symptoms will be asked to return home.
- Please follow signage around the Centre.

We will follow a programme of regular enhanced cleaning throughout the Centre.

Outdoor Activities

Government guidance encourages the use of the outdoors for leisure and learning, as being outside limits transmission and allows easier distancing between people. We are using these methods to keep you safe:

Limiting group size in line with the government guidance.

Equipment not shared between households and cleaned between use.

Suntrap staff will maintain their distance from the group.

Indoor activities (where applicable)

We want to be outside as much as possible, however where activities take place indoors we will follow the guidance below:

Alter room layouts to ensure households are socially distanced.

Set flows in and out of rooms.

We ask that adults ensure social distancing is followed by everyone in their household.