

# New COVID-19 Health and Safety Measures Visitor Charter

Thank you for visiting Blue Planet Aquarium, to help keep you and our team safe during your visit please observe the following new measures:

- If you are feeling unwell or have any of the following COVID-19 symptoms : a fever, a new and persistent cough or a loss of, or change to, your sense of smell or taste, please do not enter, please do not put our team or other visitors at risk.
- If you witness anyone appearing unwell or displaying COVID-19 symptoms during your visit, please let a member of staff know.
- Our staff will recommend visitors to wear a mask when visiting the interior of Blue Planet Aquarium in admissions.
- Please be mindful of others when walking around Blue Planet Aquarium and please maintain a safe distance between you and other visitors. We have set a one-directional route around the aquarium and reduced daily capacity to help make this possible.
- Our team members are always available to help but please think of them by wearing a mask, standing behind a safety screen or provide a safe distance.
- Our preferred method of payment is card and where possible contactless.
- Hand sanitisers are still available; please make use of the additional hand sanitising stations provided and hand washing facilities around Blue Planet Aquarium.
- If you want to assist to our talks and feeds and Aqua-theatre shows face covering will be mandatory to keep other visitors and staff safe.

We are confident we have provided a safe environment for your visit today but like many businesses we are new to these new COVID-19 health and safety procedures so please let us know if there is anything more you feel we could do to improve your experience with us.

**We could not wait to “sea” you!**