

What you need to know before you visit us...

****We hold the VisitWales 'We're Good to GO' certification****

We look forward to welcoming you back to The National Showcaves Centre for Wales. To ensure you are able to enjoy your visit safely, and to maintain the wellbeing of our staff, we have introduced several new measures. This is our 'new norm'!

OUR STAFF:

- **Will be wearing face coverings** and, in some instances, visors – this is for their safety as well as yours.
- **Will be conducting enhanced cleaning procedures**, such as using fogging machines to clean large areas, and using 'BACOBAN', a long-lasting anti-viral and anti-microbial cleaning agent on touch points around our site.
- **Are fully trained, experienced, and here to help.**

PLAN YOUR VISIT:

- **You must book a time to visit us and this MUST be done online.** This allows us to control the number of visitors on site.
- **Face coverings MUST be worn when UNDERGROUND and when inside a building** – so please bring one with you. **You will be asked to leave the site if you do not wear a face covering, and no refund will be given.** This condition does not apply to children under 11 years of age, and those with a physical and/or mental impairment or disability that prevents them from wearing a face covering. This is in accordance with guidelines from the Welsh Government.
- **If you or anyone in your group has experienced COVID-19 symptoms in the last 7 days, PLEASE DO NOT COME.** Symptoms to look out for are a high temperature, a new persistent cough, or a loss of ability to smell or taste.
- **Bring some hand sanitiser with you** – we have hand-sanitising areas around the site, but you can never have too much!
- **Friendly family dogs are permitted** in to the Showcaves. Dogs must be on a short lead at all times, with owners having 'doggy bags'. Dogs are NOT permitted in to the Shire Horse Centre area where the Farm, Playgrounds and Millennium Stone Circles are situated.

- **Pushchairs and buggies are not permitted underground** - we suggest that parents use papoose-style baby carriers. Above ground it is quite hilly, so it may not be possible to visit some areas with a pushchair or buggy.

ON SITE:

- **You will see new signage** reminding you of the safety measures in place.
- **There are hand-sanitising stations around the site – please use them.**
- **Painted floor markings** will remind you to keep a safe distance from other groups.
- **Hygiene screens** are in place at appropriate high-footfall areas.
- **Our site is well-ventilated** allowing fresh air into all areas.
- **‘Grab and Go’ food outlets will be available** – there will be NO indoor seating.
- **‘Pop-up’ outlets** will be cash only.
- **Our toilet facilities are now ‘Family Toilets’.** Access will be controlled to allow access to one family group at a time.
- **Some attractions/activities may be closed when you visit us dependent on the latest government guidelines.**

PLEASE REMEMBER:

- **You must book online.**
- **You must wear a face covering when underground or inside a building - we need your help to maintain the safety of everyone on site.**
- **Children MUST be accompanied by an adult at all times.**
- **You must be responsible for following these guidelines; anyone not doing so will have to leave the site immediately, and no refunds will be given.**
- **To ‘LIKE’ our Facebook page!** You can check for up to date information at www.facebook.com/showcaves.