

Hever Castle

Safety Measures

When you visit, we will also have the following safety measures in place. Please respect the rules and guidelines for your own protection and the safety of others. Since 19 July, when England moved to step 4 of the roadmap, we have asked visitors to please continue to act carefully and remain cautious. We are keeping in place key protections. Abuse of any kind will not be tolerated.

We promise to keep you feeling safe by:

- Restricting numbers in the Castle
- Providing a warm welcome at a distance
- Staff will wear face coverings in indoor spaces and may operate from behind a perspex screen in places
- Ventilating all indoor spaces sufficiently
- Regular cleaning of touchpoint surfaces
- Providing NHS Track and Trace QR Code poster for you to check in with
- Providing additional cleaning of facilities

What we ask of you:

- Christmas tickets must be prebooked
- It is recommended that contactless payment is used by visitors to pay for food and drinks around the grounds. (*The lunch is included in our trip and will have been paid for.*)
- To scan the QR code on our posters using NHS Track and Trace App (at your discretion)
- Wear a face covering in indoor spaces when you are not seated (exemptions apply)
- To maintain a safe distance from staff and other visitors
- Wash your hands for 20 seconds after using facilities
- Sanitise your hands at every opportunity
- Leave a safe distance if you need to queue for facilities
- Follow the UK Government advice at all times with regards to COVID-19
- Please do not attend if you are experiencing symptoms of COVID-19