



WHAT TO EXPECT WHEN YOU VISIT CRANBORNE GARDEN CENTRE DURING THE COVID-19 PANDEMIC

Updated May 2021

We are delighted to welcome you to Cranborne Garden Centre, however our priority is to take all steps to protect both customers and our staff.

We have introduced the following procedures to help protect us all:

- We have introduced a one-way system into the Garden Centre through the side gate and out through the Gift Shop - this must be followed at all times.
- Please respect other customers and staff both outside and in all indoor areas and maintain a safe distance from other people - minimum 2m.
- We are limiting the number of people in the Gift Shop at any one time. When this limit is reached you will be asked to wait until other customers leave.
- Face masks are compulsory in all indoor areas. Anyone not wearing a face mask will not be admitted. All staff members wear face masks.
- Please follow signs and procedures detailed on the site.
- Under government guidelines, staff may not be able to offer assistance in the usual way - eg helping to lift heavy items
- We prefer to accept card payments rather than cash. Please use contactless for all purchases of less than £45
- Please adhere to the Government restrictions - only visit in household/support group bubbles or groups of no more than 6 people outside.
- Well behaved dogs on leads are welcome in the Garden Centre and Gift Shop.
- Please only touch stock you intend to purchase.
- The Café is open for indoor and outdoor service - but we are encouraging customers to sit outside where possible.
Please ring the bell at the Café door and you will be allocated a table. In line with the NHS Track & Trace requirements, all visitors over the age of 16 are required to provide us with a name and contact phone number. These details will be destroyed after 21 days.
- The car park will be locked promptly at 5pm. Please ensure that you do not leave unattended vehicles in the car park beyond this time.

At this time, we request that you work with us to help protect us all. Please be considerate of other customers and staff and be mindful of causing queues when choosing your items. Our staff are dedicated to making your visit pleasant and safe,



Cranborne

GARDEN CENTRE

please respect them and bear with them - keeping us all safe sometimes means routine procedures take longer than usual. Thank you for your support and patience