



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

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

### **We have introduced the following changes to help protect us all:**

- Our opening hours will be 10am – 4pm to allow us to re-stock, water and maintain the site outside shopping hours.
- Our Café, toilets and Vintage Barn are open – please abide with the instructions detailed on site.
- We will monitor the number of customers on site at any one time – once this limit is reached you will be asked to queue at 2m intervals and invited in once other customers leave.
- We have introduced a one-way system – this must be followed at all times.
- Please respect other customers and staff and maintain a safe distance from other people - minimum 2m.
- Face masks are compulsory in the Gift Shop from Friday 24<sup>th</sup> July. Anyone not wearing a face mask will not be admitted.
- Under government guidelines, staff will unfortunately not be able to offer assistance in the usual way – eg helping to lift heavy items
- We will only be able to accept card payments – NO CASH. Please use contactless for all purchases of less than £45
- Please adhere to government guidance regarding gatherings of individuals from different households. We will only permitting groups of up to 6 people at any table in the Café.
- Well behaved dogs on leads are welcome in the Garden Centre and Cranborne Manor Garden.
- Please only touch stock you intend to purchase.

*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, please respect them and bear with them – keeping us all safe sometimes means routine procedures take longer than usual.*

**We thank you all for your support and patience**