



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

Updated 6th January 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:

- Our temporary opening hours will be 10am – 3pm. We will be closed on Mondays & Tuesdays.
- The Café is currently closed in line with the national lockdown rules.
- 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.
- 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 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 only visit in household/support group bubbles.
- Well behaved dogs on leads are welcome in the Garden Centre and Gift Shop.
- Please only touch stock you intend to purchase.
- The car park will be locked promptly at 3pm. 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, 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