

TREASURE ISLAND

COVID-19 Protocol

In effect from August 2020

Treasure Island will be operating with the safety of everyone as our top priority. We have put the following measures in place to ensure the health & safety of our customers and staff:

General

- We encourage customers to use the hand sanitizer provided on their arrival.
- As per Government guidance, it is compulsory for adults to wear a face covering when inside Treasure Island, unless you are purchasing food & drinks from the Café.
- All staff will receive training on our new standards regarding COVID-19 health & safety.
- PPE (masks and gloves) to be worn by staff where appropriate.
- Increased cleaning schedules of all public areas, with an emphasis on deep cleaning frequent contact surfaces.
- We ask that children remain the responsibility of their accompanying adult and that they ensure children stick to social distancing guidance while on our premises.
- Following recent Government guidance, we will be taking a record of our customers contact details and storing them securely, following all data protection regulations, for 21 days. This is for us to help with the NHS test and trace.

Inside Soft Play

- We will be taking advance bookings only so that we can manage the number of people in at one time and so we can capture your information for NHS Test and Trace.
- Available spaces will be bookable on the day by calling 01323 411077 or online via our website at www.treasure-island.co.uk.
- 2-hour bookable sessions. With a full steam clean of the play area in between sessions.
- We encourage only customers from the same household or support bubble to be seated together indoors.
- We encourage customers from up to two households or support bubbles to stick to social distancing when seated indoors.
- Socially distanced tables in our café area.
- Following Government guidance our ball pits will be emptied of all balls and our soft shapes will be removed.
- We will check all customers Temperatures on arrival.
- We have fitted our reception till point with a Perspex shield and where appropriate the staff will be wearing a mask.

Café

- Limited menu to help allow for social distancing in our kitchen.
- Food will come out in compostable take away boxes for now and your cutlery will be given to you with your food and we will be using sachets of condiments for the time being.
- We request that only one member of your group comes up to place the order to keep the socially distanced queue to a minimum.
- We will bring food out to you so please don't forget your table number when you place your order at café.
- We have fitted our Café till point with a Perspex shield and where appropriate the staff will be wearing gloves and a mask.

Customer Toilets

- We have increased our cleaning routine for our customer toilets.
- The regular cleaning and checks will be documented and displayed in the toilets for you to see.
- We encourage guests to use the hand sanitiser provided before entry to the customer toilets.

Adventure Golf

- You must be from either the same household or no more than 2 different households, with a maximum of 4 people. If more than 4 people, we will book you in for consecutive tee times.
- We have 2 metre queue markers at the entry point.
- All Pirates Adventure Golf customers will be served from the kiosk.
- We have fitted our kiosk with a Perspex shield and where appropriate the staff will be wearing gloves and a mask.
- Putters and balls will be outside ready for you to take. As will scorecards and pencils.
- We recommend you use contactless payments.
- There will be hand sanitizer and additional detergent spray available by the kiosk.
- All putting cups have been raised so the ball is easier to retrieve.
- We ask that you keep at least 1 clear hole between you and the group in front.
- We will be patrolling all areas to ensure the rules of safety are followed. Any player(s) not following the rules will be asked to leave the course.
- Place balls and clubs in the detergent solution bin at the drop off point. Staff will thoroughly clean all equipment at the end of the day before placing out for the next day.

The “Hungry Pirates” Hatch

- Limited menu available to keep staff to a minimum.
- Perspex screen in place where orders are taken.
- Condiments are now in sachets to reduce the risk of transmission and put in the bag with you order or given out with your drinks.
- Order and collect points to allow for social distancing.
- Staff will wear PPE where appropriate.

If prior to you visiting us, you have suffered from any of the following symptoms:

- **High Temperature**
- **New continuous cough**
- **Loss of taste or smell**

We kindly ask that you do not pay us a visit and follow all current government guidelines.

We will continue to review these procedures in-line with the guidance provided by the UK Government and Public Health England.