



**COVID–19 Safe 2021  
Visitor Guide**

**Updated 21<sup>st</sup> June 2021**

## **Introduction**

Welcoming our team and visitors back to The Tetley is an exciting time for us and we want to be able to do it safely and responsibly so are monitoring Government guidelines closely.

This will mean some changes in the way that we operate to reassure you that we will do everything we can to keep you safe during your visit to The Tetley.

Our list of new protocols has been implemented across our building and this is a living document that will continue to evolve and be updated to reflect on-going government advice, visitor feedback and best practice.

## **Arriving at The Tetley**

Upon arriving at The Tetley we will need to check you in. For Gallery viewings or event hire please head to reception. For a table in our Bar & Kitchen, please head to the host stand next to the Bar. We have the NHS Track and Trace QR code displayed for you to scan at reception and in the Bar & Kitchen. Please note, all guests attending are required to sign in or leave contact details.

Face coverings are compulsory when inside the building unless seated and eating or drinking at a table. We politely request that you wash your hands frequently for at least 20 seconds, or use the hand sanitiser available.

We ask that no person attends The Tetley that is displaying any symptoms of Covid-19 or has been instructed to isolate by NHS Track and Trace.

## **Site Hygiene & Staff Wellbeing**

We will be improving and extending our already robust set of cleaning procedures across both visitor facing areas and back of house areas. All visitors to The Tetley will find increased hand sanitisation facilities, an increase in public area cleaning protocols

and a robust audit process to ensure that all new regimes are being implemented.

All staff will have their temperatures checked on arrival for their shift. Appropriate action will be taken to ensure the safety of the relevant staff member.

Staff members will be taking a weekly lateral flow test.

PPE will be provided to staff members where appropriate including facemasks and visors. Leaflets, magazines and printed marketing materials will no longer be available in public areas. Instead, these items will be available digitally through our website and through QR codes on site.

All staff members will undergo robust training around our new health and hygiene protocols before we reopen.

### **Social Distancing**

It is the responsibility of every organisation, and all of us as individuals, to respect government guidelines in this area and to ensure we are respectful of the needs and concerns of other individuals. Signage will be displayed across our building to indicate safe social distances.

Children must be supervised at all times. It is the adults responsibility to ensure that your child adheres to social distancing practices.

Current Government guidelines state 2 meters or a minimum of 1-meter plus mitigation as social distancing.

### **Gallery & Exhibitions**

Booked slots will be available via our website to help us to manage capacity in our gallery spaces.

Printed materials have been removed and will be available to view via dedicated QR codes on your mobile device.

Signage will be displayed throughout the gallery spaces to assist with safe social distancing practices.

## **Bar & Kitchen**

Social distancing measures will be implemented when allocating tables across our restaurants to ensure a minimum of one metre plus mitigation between each party.

Prebooking is advised in Bar & Kitchen. Walk-ins will be welcomed where we have safe room to do so. Please be aware that your we will need to take details from every member of your party for the Government's Test and Trace scheme or the NHS Track and Trace QR code scanned.

The maximum table size allowed in our restaurant is six guests from six different households. A group of up to 30 may gather outside on our terrace. Please note this may change depending on updated government guidelines.

Menus will be available through QR codes which guests access through their mobile devices or tablets.

Bar & Kitchen will accept card payments only and contactless is recommended where possible.

The Tetley is fortunate to be able to offer a selection of private dining rooms for small, private gatherings. When you wish to reconnect with your friends and family, and when government guidelines allow, these facilities will provide perfect surroundings to celebrate special occasions.

## **Life Celebration Events**

The Tetley are following all Government guidance when it comes to Life Celebration Events. Currently this states that Life Celebration Events (including wedding ceremonies, receptions and wakes) are able to take place with no limited number of guests, but must allow for social distancing to take place if required so by guests. To allow for social distancing, we will be operating at a 50% capacity. Social distancing is a personal choice for guests, as per the Meeting of Friends and Family Guidance.

If you are due to attend a Life Celebration Event at The Tetley please go to reception on arrival where a dedicated member of staff

will show you to your seats in the dedicated room. Please use the available hand sanitiser upon entering the ceremony room.

If you are feeling unwell, self-isolating or displaying any COVID-19 symptoms we ask that you do not attend.

Chairs will be spaced out to adhere to social distancing guidelines and must not be moved, as per the requirements of Leeds Registrars for wedding ceremonies.

Children must be accompanied by a responsible adult at all times and they must adhere to social distancing measures. Face coverings are compulsory whilst inside the building and seated within a wedding ceremony.

For wedding receptions, all food and beverages must be consumed whilst seated and be ordered and delivered to the table. Buffets at this time will not be allowed. Dance floors are prohibited and dancing is strongly advised against.

A specific Risk Assessment will be written for every wedding celebration taking place.

## **Meetings**

Under current government guidance, business meetings can still take place in a Covid secure venue where social distancing can be adhered to. Depending on the event/meeting taking place, a specific Risk Assessment may be required from the organiser. The following points should be followed at all times;

- 1) No-one should attend that is symptomatic, has tested positive or has been instructed by NHS Track and Trace to isolate. All attendees name and contact details must be provided for the purpose of Track and Trace
- 2) No items should be shared or passed around within the meeting to reduce the possibility of transmission of Covid-19
- 3) All guests are encouraged to wash or sanitise their hands on arrival to the building and continue to wash or sanitise throughout their meeting. Facial coverings are required to be worn at all times unless eating or drinking.
- 4) Meeting rooms will be thoroughly cleaned prior to an event and high contact points cleaned throughout the meeting
- 5) Social Distancing to take place in all areas of the building, such as toilets, walk ways, break areas and entrances/exits

- 6) Windows and doors are to remain open throughout the meeting to increase ventilation to the rooms
- 7) All seating and tables will be placed socially distanced, please do not move these around the room
- 8) When speaking indoors, face to face discussions should be avoided
- 9) Any background music must not be played at a level where delegates need to raise their voices and amplification should be used to avoid shouting
- 10) Floor signage will be in place for one way systems within meeting rooms
- 11) Basic refreshments are allowed to be served during a meeting. Guests must remain seated whilst consuming any food or drink. Extended meals are not permitted at this time.

### **Team Safety**

PPE will be provided to staff members where appropriate including face masks and visors.

Additional hand washing procedures and records to be introduced to every department and to every shift.

All visitors are advised to wash hands frequently for at least 20 seconds, or use the hand sanitation points available on all floors.

Arrival and departure times for staff are to be staggered.

Perspex screens to be installed across site both back of house and in public spaces as required.

### **Communication**

The Tetley commits to ensuring the most up to date information on our protocols will be available on our website and that all team members will be fully trained and up to date with these measures.

We will endeavour to ensure that all relevant information is included in booking confirmations, newsletters and through our website.