



## **COVID-19 Visitor Charter**

**Welcome to Blue Planet Aquarium!**

**In order to assist us in keeping both you and our staff teams safe, we kindly ask that you observe the following measures during today's visit;**

- Unless you are under the age of 11, or have a current and valid medical exemption, you are required to wear a mask whilst at Blue Planet Aquarium. Masks are not required whilst eating or drinking at Nautilus Kitchen, or when outside at our pelicans or nature walk.
- Please do not visit today if you or any member of your visiting group are feeling unwell or suffering any of the symptoms of COVID-19. Should you become unwell during the course of your visit, please let a member of our team know.
- Please remain in your visiting group throughout today's visit. We respectfully ask that you show due consideration to other visitors, particularly those who may be apprehensive about personal space and contact with others.
- We have set a one-directional route around the aquarium. Please follow the directional markers throughout your visit. You are welcome to go around the aquarium as many times as you wish.
- Where possible, we appreciate payment by card. Cards, including contactless payment, are accepted at the Entrance, Nautilus Kitchen and Gift Shop.
- Hand sanitising points are located throughout the aquarium and we encourage the use of these at each opportunity. Where possible, please avoid touching hard surfaces such as the exhibit glass.
- Our staff team are on-hand to assist you throughout today's visit. However, in a similar manner to other visitors, we ask you to respect their personal space and to keep a safe distance at all times.

**We hope you have a great visit, and thank you in advance for your cooperation.**