



Covid-19 Safety information - Events at Bawdon Lodge Farm

First and Foremost – this guidance has been put together for the safety and wellbeing of our visitors, our stallholders and our team. We cannot operate these events without your support, respect and compliance for which we thank you for.

As a Covid Secure Venue, we ask that you adhere to the following guidelines:-

Use the **NHS Track & Trace App** upon arrival and scan in our QR Code. There's a video on our website of how to do this. Please download the NHS Track & Trace App before arriving at the event.

Please wear a **face covering** when entering indoor areas including toilets. If you are exempt from wearing a face covering, it would be helpful if you have an exemption card, badge on a lanyard or even a home-made sign visible on the day.

If you forget your face covering, these will be available to buy on the day.

Sanitize your hands upon entering the farm and at regular intervals during your visit.

Use **contactless** forms of **payment** where possible.

If you (or anyone in your household) **feels unwell**, with a high temperature, a new / persistent cough or has lost their sense of taste / smell, we ask that you do not attend the event but stay home, get a test & get well soon.

If you are in a **restricted tier** we ask that you do not visit the event.

Should you show signs of a high temperature or persistent cough, you will not be permitted to enter / will be asked you to leave the farm.

Please respect and follow the **social distancing** guidelines. Although this is an outdoor event; the risks are still high. Stallholder and our team will remind customers to socially distance.

Please respect ours and stallholders' policies with regard to how they operate their stall within government guidelines.

Please follow the government guidelines when travelling to and from the event.

Anyone failing to comply with these guidelines will be asked to leave the event, for the safety of everyone else.

Arrive dressed for the weather! You won't need your wellies as it's all on hard standing but if you would like a woodland walk, wellies are advisable.

Covid-19 Safety information - What Measures have you put in place?

- The visitor entrance & exit from the event will be clearly marked and is easy to follow.
- All members of our team will have received Covid-19 training before they can return to work. This will ensure all operations at the farm are being carried out in line with government guidelines.
- Our team will be wearing face coverings and PPE.
- Sneeze screens are in place at reception, on the coffee station and at the gin stall.
- Stallholders will be wearing face coverings in indoor areas and this has been recommended for outdoor areas in addition to social distancing.
- Hand sanitizer is available on every stall and will be available throughout the farm.
- Social distancing signage is around the farm and many stalls will have social distancing markers to aid with queuing.
- Pre-registration will help us to manage visitor numbers. Additional visitors will only be permitted if we have not reached the visitor numbers at that time with those who have registered in advance.
- We have undertaken intensive preparations and cleaning to ensure the farm is ready to welcome visitors. This has been in operation since our tenants returned to work at the farm. Through the event cleaning will take place by our team and stallholders.
- All public areas will be operating on reduced capacity with limited seating available.
- Our team are available throughout the event to answer any questions.
- Our Covid-19 Management Policy can be found on both of our websites.

FAQS – Events at Bawdon Lodge Farm

REGISTRATION

How do I register?

Registration is available through our website or by visiting our Facebook events page.

Do I need to register in advance?

YES PLEASE.

Pre-registration will help us to manage visitor numbers. This will guarantee you entry when you arrive between your session times.

What information do I need to provide to register?

We require your name, email address and postcode. We also require the names of anyone in your household who you are booking in too. Please do not book people in from other households. They will need to register themselves with their own email address and postcode.

Should I receive an email confirmation?

Yes – please check your spam folder if you do not receive this. If you have any questions please email hello@bawdonlodgefarm.co.uk or call 01509268080.



What if I forget my ticket or can't find the email?

We just require you to provide your name on arrival and we will tick you off our list. As long as you have registered you will be on our list. If we can't find you; we will need you to show proof of registration.

The session I want to attend is closed/fully booked. Can I still turn up?

No sorry. Please try and book into another session in the first instance.

Will there be availability on the day?

It is unlikely that you will gain entry if you just turn up as we have strict visitor numbers to adhere to per session. So, to avoid disappointment please register to attend and stick to your session time.

Additional visitors will only be permitted if we have not reached the visitor numbers at that time with those who have registered in advance. This is likely to be after the first hour of each session.

What is want to stay longer?

Unfortunately, we can only allow you to attend during the session time that you have booked. We believe that the average shopping time will be around 1 hour. So, by allowing you a 2 hour session; you have plenty of time to arrive within that session time, shop and go.

Why do we need to use the NHS Track & Trace if you already have my details?

The NHS Track & Trace App is the most efficient way for you to be contacted should you need to. Our registration allows us to manage numbers, check you in quickly to avoid lengthy queues and get you on your way to spending!

What is your GDPR Policy?

Please visit our website for details of how we store your data.

Do you add me to a mailing list?

NO. We will only use your information to contact you about the event. if you would like to join our mailing list, here is where you can subscribe -

<https://www.bawdonlodgefarm.co.uk/subscribe>

I can't make it – What should I do?

Please email hello@bawdonlodgefarm.co.uk or call 01509268080 so we may free up the space.

I live in a Tier 3 area, can I attend?

Unfortunately not, sorry. After the event we will be sending our details of all the Stallholders so you may contact them should you wish to place and order for delivery.

FACILITIES & EXTRAS

Is there a car park?

Yes, there is free parking at Bawdon Lodge Farm. Please follow the signage and directions from our **Guest Assistants** upon your arrival. The car park will close at 6pm and cars are not permitted to be left overnight.



What accessible facilities are there at Bawdon Lodge Farm?

We have designated accessible parking spaces along with an accessible drop off point. The event is held on ground level and there are accessible toilet facilities too. Our **Guest Assistants** are on hand on the day to answer any questions you may have.

Can I pay by Cash & Card?

We are encouraging contactless payments which accept debit and credit cards and Apple pay in the first instance.

Can we bring children to the event?

Yes, children are welcome. There will be a few activities available to take part in. ID may be required for items available to purchase by over 18's only.

Can I bring my dog?

The farm has many lovely outdoor areas and your dog is welcome in these areas on a lead. As the main event will be held in the Barn on the Farm, only guide dogs will be permitted inside.

Can I go for a walk?

You are welcome to go for a walk around our woodland. Please do this during your session time. If you wish to go for a walk after your session, please talk to one of our **Guest Assistants** before going so we may know you're still around.

Are there refreshments to buy?

Will be providing a Pop Up Coffee Stand. This will be offering hot drinks and traybakes. There will also be the opportunity to try & buy Burleigh's Gin which is distilled on the Farm.

Are you supporting a charity?

We will have Poppy's and associated products provided by the British Legion and Poppy Appeal available for donations.

Is there a prize draw?

Yes, there is a prize draw – a hamper of luxury products provided by the stallholders. This will be drawn in the same way as our previous prize draws using a random number selector.

How to play - £2 per go, 3 for £5. Cash or Card payment.

1. Provide your name and we will make a note of the number of goes you would like.
2. At the end of the day you will be allocated a number to corresponded with each go you have paid for. EG 3 goes, 3 numbers.
3. once all the numbers are allocated we use a random number selector to pick the winner.
4. We video the draw, announce the winner and post this on social media on 1st November 2020.
5. We deliver the prize to you.

I am a stallholder – how do I apply to attend your events...



Please visit our website and complete a **Stallholder Interest Form** -

<https://www.bawdonlodgefarm.co.uk/stallholder-enquiry> Prerequisite as a minimum for all Stallholders - you must have PL Insurance, take Card Payments and provide a Risk Assessment for your stall. For the foreseeable, all events will be outside so you will need your own gazebo too.

How can I contact the organiser with any questions?

If you had any questions about the event please feel free to drop us an email to; hello@bawdonlodgefarm.co.uk or call 01509268080.

This is an ongoing process and we will be reviewing and updating our policies and procedures in line with government guidelines to ensure we follow industry best practice.