

ST. JAMES' PARK

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# HEALTH AND SAFETY GUIDELINES

## **STADIUM TOURS**

July 2020

# BEFORE AND DURING ARRIVAL



Please have your e-ticket or your printed ticket for your tour ready and available on your mobile device or in hand.



Please check our website and your pre-visit email on the day of your visit to the Stadium to ensure you have the most up-to-date information.



Tours must be booked online in advance. No bookings will be taken over the phone or in person and we do not accept cash.



Please refrain from visiting if you are displaying any of the symptoms associated with COVID-19, are self-isolating, or living with those currently isolating. For more information please visit [gov.uk](https://www.gov.uk)



If you display a repeated high temperature of 37.8 degrees Celsius or above, you will not be able to enter. The tours team will be able to reschedule your visit.



Safety information will be displayed on clear signage when you enter St. James' Park.



Our guides have had full Health and Safety training and will explain our new safety measures prior and during the tour.



Please contact **[stadium.tours@nufc.co.uk](mailto:stadium.tours@nufc.co.uk)** should you need to amend your booking.

# SOCIAL DISTANCING AND HYGIENE MEASURES



We have reduced the number of visitors per tour to allow social distancing. Sitting in seats will be discouraged at this time but any visitor wishing to sit down please ask the guide who will show you to a designated seat.



We have three lifts which will have floor markings showing the visitor where to stand, only 4 visitors or one household if more than 4 per lift.



Masks must be worn at all times during our stadium tour. It is the visitors responsibility to bring their own mask.



There will be two guides per tour who will remind visitors of social distancing at the start and throughout the tour.



There is a toilet on the ground floor and toilets situated on Level 3, all other toilets will be closed.



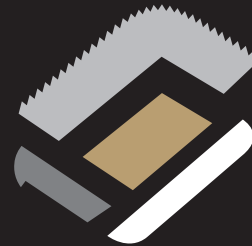
A deep clean of the tour will take place before each tour, our guide will also carry a deep clean spray whilst on the tour.



We encourage staff and visitors to use the hand sanitisers at the start and throughout the tour.



Visitors are welcome to take photographs, unfortunately our guides are unable to take photographs on your personal device.



ST. JAMES' PARK

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THANK **YOU**

WE LOOK FORWARD TO WELCOMING YOU BACK TO ST. JAMES' PARK