

## Zero Tolerance Statement

By law we are required to operate under government guidelines to keep our customers and staff Covid safe. The guidelines below are compulsory for us to operate safely.

- Observe the 1 metre plus rule at all times
- Wear a mask unless you are in the Hullabaloo or eating and drinking
- Use the hand sanitiser provided at all points of contact and entrances and exits for Hullabaloo
- Assisting us in providing details for Track and Trace

**If anyone using our services refuses to comply with any of these guidelines we will ask you to leave the building.**

**If necessary the police will be called and the relevant authorities notified.**

We ask that whilst you are in the building you also;

- Assist us in providing details for Track and Trace or check into our venue with our QR code
- Be alert and attentive to your children's movements and behaviour to ensure they are compliant with our guidelines.
- Are respectful to our staff in implementing these guidelines. We will not accept any verbal or physical abuse of any kind to our staff.
- Advise us if you have any special circumstances or restrictions that make you unable to follow our guideline.

**We ask for your patience, understanding and respect whilst we endeavour to keep providing you a service, whilst keeping safe.**

Thank you.