



COVID-19: PROTECTING OUR GUESTS

SUMMER 2021



At Merlin Entertainments our mission is to create truly memorable experiences and we place the **utmost importance on the safety and wellbeing of our guests and employees.**

As economies across the globe begin to reopen, we are delighted that many COVID restrictions are now able to be relaxed at our attractions.

We will, however, **continue to have additional hygiene and safety measures in place** across our attractions, including maximised building ventilation, protective screens, enhanced cleaning and plentiful hand sanitisation points.

Guests are recommended to wear **face coverings in indoor areas** - most notably areas that are likely to become crowded. Our staff are also being encouraged to maintain high levels of hygiene and they may elect to continue wearing a face covering whilst working, most notably when in crowded indoor locations.

Our focus remains on keeping you safe whilst you enjoy visiting our attraction. The following pages outline some of the COVID safety measures that we will be retaining for the time being some of which require your consideration and compliance to help ensure **everyone has a magical visit.**



BEFORE YOU ARRIVE



Please make sure you have made your **booking online**. Before leaving home, please check our **website and social media pages** for the latest attraction information.



We politely request that you refrain from visiting our attraction **should you start displaying any of the symptoms** associated with COVID-19. Please contact Guest Services should you need to amend your booking.



Please be ready to make on-site payments using a **'contactless' bank card**, rather than cash, where possible.



Whilst legal restrictions have been lifted, we may have a **reduced daily ticketed capacity** to ensure we can offer you the best possible guest experience.





AT OUR ATTRACTIONS



We continue to have **additional hygiene and safety measures in place** throughout our attractions, including enhanced cleaning, plentiful hand sanitiser points, maximised building ventilation and some suggested social distancing markers.



Whilst legal requirements may have been lifted, **you may see some signage stating “Face coverings recommended”** which will be displayed at entry points into our indoor attraction areas or high footfall areas. Please therefore be respectful of our staff and other guests.



We politely request that all our guests **uphold the highest possible hygiene standards** – through regular hand washing and the frequent application of hand sanitiser which are available through our attraction.



Some of our guest experiences may still be **adapted or modified** to ensure guests and staff have the best experience whilst taking into account some social distancing and staff safety.



We hope these on-going COVID-19 health and safety measures continue to provide our guests with confidence and eagerness to visit any one of our attractions.

These remain unprecedented times for all communities around the world, and whilst every effort is being taken to protect the safety and wellbeing of our guests, everyone should inform themselves of the risks, conditions and personal responsibilities before they visit.

**We thank you for your custom and understanding.
Now, let's make new magical memories together!**

