



COVID 19 - Visitor Code of Conduct

Here at North Bay Railway we are working hard to ensure the safety and wellbeing of all our customers and staff during these extraordinary times.

We are delighted to welcome you to North Bay Railway. Providing a safe environment for our customers and staff is important, so we kindly request that you follow the following simple rules:

- If you are unwell with a new continuous cough, high temperature or loss of sense of smell/taste you should stay at home and follow the government guidance. You can also contact NHS 111: <https://111.nhs.uk/covid-19/>.
- As passenger numbers are limited we request you book in advance and have your tickets ready on arrival for scanning.
- Please follow all queue signage and please adhere to any placed distance markers.
- Please follow one way routes. We have a number of one way systems in place, please do not enter through exit doors/gates.
- Our Peasholm Ticket Office and Lake area have capacity limits in place, please respect these limits.
- Please respect and maintain current social distancing rules along with other members of the public and staff.
- North Bay Railway prefers to take card payments, but, if you have no alternative, cash will be taken (excluding £50 notes). Contactless payments are possible below £45.
- Enhanced cleaning procedures are in operation. Please be patient whilst we carry these out, especially whilst we clean the carriage compartments.
- Please do not touch any products in the shop unless you intend to buy.
- Please clear tables in Lake area after use and dispose of all your rubbish in the bins provided.
- Public hand sanitiser is available across the site, please feel free to use these.
- Public toilets and Car Park are available opposite the Railway on Burniston Road.

These measures are designed to help maintain a safe environment for your visit. Our helpful staff are on site and will be delighted to answer any questions you may have. We look forward to seeing you and we hope you have an enjoyable visit to NBR.

Our COVID 19 Health and Safety Risk Assessment can be found here <https://bit.ly/2NEuqHg>