

Rays Farm Country Matters Guidelines, December 2020

Welcome to Rays Farm.

Please read through the guidelines below before entering the site.

Please do not enter the site if you, or any member of your family/friends, have symptoms of Covid-19 (a new and continuous cough, a high temperature, loss of sense of taste/smell). We are limiting the amount of visitors allowed on site by offering pre-booked, timed admission slots only.

Entry is in 15 minute slots for Father Christmas Visits. Entry is in 30 minute time slots for Farm Visits only. Please have your ticket ready to show at Reception.

Social distancing of 2 metres between households must be maintained at all times.

Wash your hands more frequently for at least 20 seconds and before eating, drinking, smoking, leaving the site, and before and after touching animals.

You may only socialise at Rays Farm in groups of up to 6 within the same household/bubble (exemptions apply).

All visitors are required to bring their own face coverings which must be worn in all indoor facilities (exemptions apply).

Customers are required to wear face coverings in the Coffee Shop except when seated at a table to eat or drink. Customers must also eat and drink at a table indoors or outdoors, on site.

If visitors have not pre-booked online, please scan the QR code at Reception so you can 'Check-In' via the NHS Covid-19 App.

There is a one way system in place, please follow the signs. Be considerate to all visitors. Doors and gates will be kept open wherever possible - please observe children carefully for their safety. Carers/parents are responsible for supervising children at all times.

Hand washing facilities are available in the toilets near Reception and in the Courtyard. Hand sanitiser points are positioned following government advice.

Toilet facilities are open for use, 1 household at a time. These areas will be regularly and more frequently cleaned.

Outdoor play areas are open, Sand Play is closed. Please read and follow guidelines on each play area. If children would like to use the Play Areas, please bring your own wipes and sanitizing gel. For all visitors who have booked a visit in the afternoon, please bring a torch with you so you can make the most of Rays Farm.

The Goat Paddock is closed; the Small Animal Barn is open.

Animal petting is allowed. Animal feeding is currently not allowed.

Our Coffee Shop is open. Seating indoors is limited. Please read and follow guidelines.

Outdoor seating is available. A Picnic Room with tables and seating is available off the Courtyard. Please read and follow guidelines in this room.

Our Gift Shop is open for 1 household at a time. We request items are not touched unless you are going to purchase them.

We are only accepting payments by card.

By entering the site you are agreeing to abide to these terms and conditions. Visitors who do not comply with the guidelines will be asked to leave the site.

These guidelines may change and be updated at any time. Thank you for your understanding.