



## Current safety rules when visiting Truro Cathedral's Shop.

We thank everyone who plans to visit the cathedral shop for familiarising themselves in advance with the safety rules and processes.

We ask anyone who has symptoms associated with Covid-19 or has been around someone who has symptoms associated with Covid-19 not to visit the cathedral or the shop fully recovered and to have observed the appropriate government isolation period.

The team thanks everyone who plans to visit for familiarising themselves in advance with the new rules and processes and look forward to welcoming you.

### Opening Times

The shop will be open Monday – Saturday from 10:00-15:00. The shop will be closed on Sundays. Times are subject to change and we recommend checking [the cathedral website](#) prior to their visit.

### Entrance

Entrance to the shop is via the main entrance to the cathedral only – please note the shop entrance remains closed at this time, unless required for ramp access. Shop visitors should therefore also familiarise themselves with the [general cathedral visiting rules](#). For visitors who require ramp access please go to the West Doors where a steward will arrange for access via the ramp outside the cathedral shop.

A queuing system will be in place in the North Aisle of the cathedral, marked by signage and tape on the floor. Please do not move forward in the queue until the people in front are at their next marker point.

### Face Coverings

In line with new government retail rules, it is mandatory for anyone entering the cathedral shop or any other area of the cathedral to wear a face covering. As this is a

legal requirement, failure to wear a face covering will result in refused entry unless an exemption applies and can be demonstrated. Face coverings will not be provided by the cathedral so please ensure you bring your own.

## Capacity

A maximum of four people can enter the shop at any one time. This limit applies regardless of whether customers are from the same bubble. The capacity system will be managed by a dedicated steward, who will call you forward when it is safe for you to enter the shop.

## Social Distancing

Please always adhere to social distancing guidelines with staff and other customers.

## Moving around the Shop

Please follow the designated doors in to and out of the shop space. Please follow a clockwise movement around the shop and avoid retracing your steps where possible.

## Browsing

Browsing is, of course, permitted, but customers are respectfully asked to keep the touching of items that are not to be purchased to a minimum.

## Payment

Wherever possible, please pay by card. The team understand this may not always be possible and a process is in place to deal with cash safely.

A Perspex screen has been installed at the till payment point.

## Cleaning

A strict cleaning regime has been implemented in the shop.