



## Current safety rules when visiting Truro Cathedral

We thank everyone who plans to visit the cathedral for familiarising themselves in advance with the safety rules and processes. The protection of staff, volunteers and visitors is our paramount concern. We welcome all to Truro Cathedral and ask visitors to 'Respect-Protect-Enjoy': Respect the rules and guidance; Protect yourself and each other; Enjoy your visit with us.

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 until fully recovered and to have observed the appropriate government isolation period.

### Current Opening Times

Opening times are 10:00-15:00 every day (Mon-Sat) and 11:30-15:00 (Sun). Visiting times can be subject to change please check the [cathedral website](#) prior to your visit.

### Entry and Exit

Entry and exit from the cathedral will be limited to the main cathedral doors on High Cross. All other cathedral entrances will remain closed (emergency exits remain available).

### Welcome Stewards

There will be a steward to welcome you upon arrival and provide you with guidance on your visit to Truro Cathedral. Stewards will also be located at key points around the cathedral. All will be observing strict social distancing and wearing facemasks.

### One-Way System

There will be a marked one-way system around the cathedral.

## Social Distancing

Please adhere to social distancing guidance when moving around the cathedral at all times.

## Face Coverings

It is mandatory for face coverings to be worn by those attending all cathedral areas. Please be aware masks are mainly intended to protect other people, not the wearer, from coronavirus COVID-19 and that they are not a replacement for social distancing and regular hand washing.

## Toilets

The toilets are now open and are being cleaned regularly to minimise any risk of Covid transmission.

## Test and Trace

Every visitor will be asked to either register with the venue via the QR code and NHS app or provide their name and phone number to assist with the government's 'Test and Trace' initiative. This information if taken is kept purely for 'Test and Trace' purposes only and your details will be held securely for the minimum government requirement of 21 days before being safely destroyed.

Please consider the extra time this may take when planning to attend a service.

## Hand Sanitising

Hand sanitiser will be provided on entry to the cathedral (in the Narthex). All entering the cathedral will be required to apply hand sanitiser to ensure appropriate hygiene.

## Clergy

A member of the clergy will be available on the cathedral floor during opening hours. Should you wish to speak to the clergy member, please let one of the cathedral stewards know and they will provide further instruction.

## Pricket Stands and Prayer Requests

Pricket stands are to be staffed by a volunteer who will facilitate candle lighting. Prayer requests can be given to the Chaplain or a member of clergy on duty who will ensure the prayers are read at that day's evening prayer.

## Cleaning

The cathedral will be undertaking a strict daily cleaning regime.

## Leaflets and Information

Please note that all literature has currently been removed from the cathedral but relevant information will be available on the notice boards located near the Jesus Chapel.

## Donations

The economic impact of this crisis will be long-lasting for everyone including the cathedral. We are doing everything we can to open the cathedral as safely as possible and continue to support our community. We are a self-funded organisation and any donations will be gratefully received. We would recommend that you use the contactless donation stations that are present in the cathedral.

## Cathedral staff and volunteers

Our staff and volunteer welfare are extremely important to us and we are working to detailed policies and guidelines across the cathedral floor and offices to ensure safety for social distance and providing extra support such as PPE when appropriate. Staff are working from home where possible and working patterns have been adjusted to ensure the team remains as protected as possible.

## Disabled Access

Ramp access is available to enter from the area outside the Cathedral Shop. There is a doorbell than can be rung to call a steward to unlock the door, which generally is kept locked to preserve the one way system.

## Stay up-to-date

You will always find the latest cathedral updates and news on the cathedral website and social media channels. You can also sign-up to receive email updates by entering your email address at the bottom of any page of the website.

## Supporting Truro Cathedral...

The cathedral is a self-funded organisation and relies on public donations to continue its life and work. To shield itself as much as possible from the negative financial impact of the crisis, the cathedral team is finding solutions to help protect it in the long-term,

such as working with various existing and emergency grant-making bodies. We would be grateful for any donation either during your visit to the cathedral via one of the contactless donation stations or online via the cathedral [JustGiving page](#). Thank you