

CORONAVIRUS CUSTOMER GUIDELINES

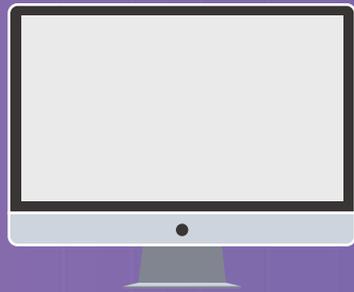


PROTECTING ALL OF US

Here at The BIG Sheep we've been eagerly waiting to welcome our customers back with open arms. In order for us to do so we've taken a few steps to **keep both you and our staff safe**. We hope you'll be patient and bear with us as we all try to navigate this 'new normal'.

Together we can stay safe, ensure social distancing and, above all, **have fun!**

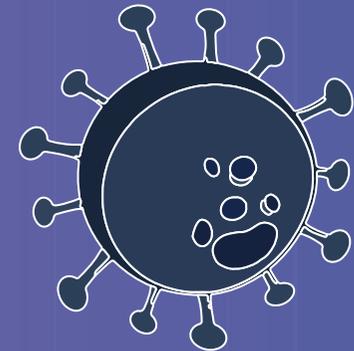
BEFORE YOU ARRIVE



Look and book online!
We have created daily sessions in order to manage capacity and ensure social distancing.



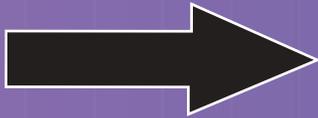
Have your card ready for any on-site payments. We kindly ask that you pay this way where possible to avoid unnecessary contact.



Do not visit us if you are experiencing any signs or symptoms of Coronavirus, including high temperature (this will be checked on arrival) or a new continuous cough.

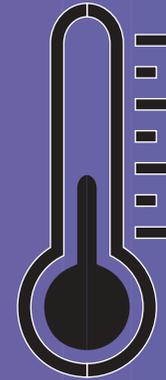
ON ARRIVAL

ONE WAY



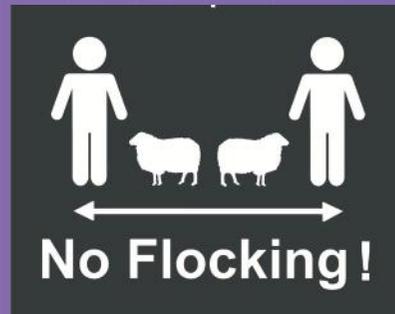
Follow any signage you see in the car park – we will have a new entrance for you to use up at our Ewe2 Arena.

Navigation around the park will be in a one-way system so please take note of this.



Prepare to have your temperature checked. This will be a non-invasive check which you won't even notice, so please do not worry. If you are displaying a temperature you will not be permitted to enter the site.

WITHIN THE SITE



Again, please follow our new signage, designed to keep you safe and ensure social distancing. There will be guidelines wherever queues are present (look on the floor for our ewe-nique stencils!).



Make use of our hand washing and sanitising stations dotted around the park. We've even been making our own high alcohol hand sanitiser!

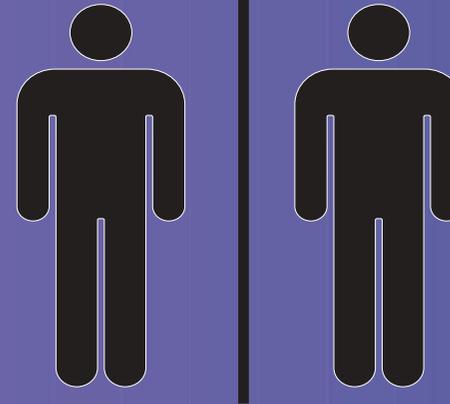
RESPECT PROTECT ENJOY

Respect our staff and follow their guidance – they are here to help you.

OTHER MEASURES



You'll notice our new door pulls which mean you don't need to touch handles – simply use your foot to open the door instead, using the pull situated at the bottom of all our doors.



Hygiene screens will be present at many of our contact points in order to keep you and our staff safe.



Our cleaners will be busily wiping down and disinfecting all areas which are frequently touched, such as handles, tills, card machines and all toilet areas. We're using new products to ensure the virus will not be present on any surfaces.



Where necessary, you may be asked to wear Personal Protective Equipment (PPE) - please listen to staff guidance on this.



Our staff have undergone specific training to help prevent the spread of Coronavirus and protect both themselves and you.