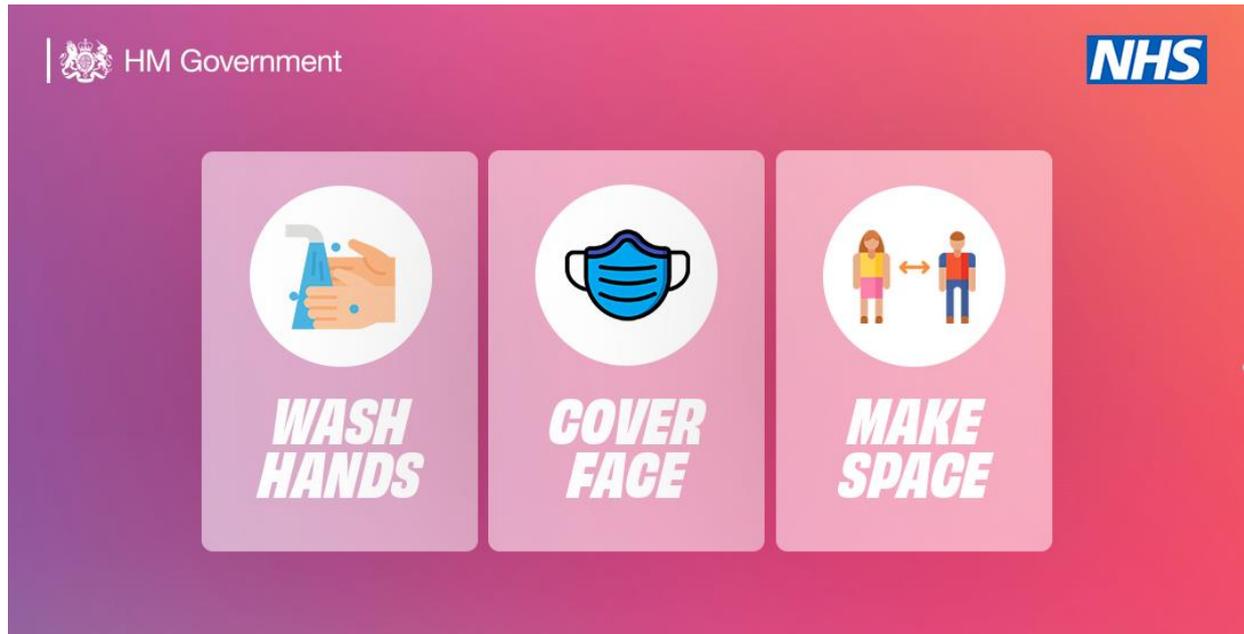


COVID-19 Secure Guidelines

Guidelines for Visitors to The Courthouse, Rural Arts' arts centre and headquarters



Version: 2.4

Last updated: 3rd December 2020

Please note: These guidelines may be updated at any time as Government guidance or our own processes change

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(Re)Introduction from The Director

Rural Arts re-recommended our in-person activities on **Thursday 3rd December 2020**, following England's second national lockdown. This includes operating our Grade II listed arts centre, **The Courthouse**, running **outreach projects** across the county, and programming performances – currently digital – through rural touring scheme **ON Tour**.

I'm so proud of what **Rural Arts, as a small charity, has achieved** over this rollercoaster year, and that we are one of the **few arts organisations in North Yorkshire** currently offering in-person creativity.

I would like to say a **very big thank you** to all of you as supporters and customers. By **making donations, buying gift vouchers** and **booking** onto our new season, you're helping to **secure the future of Rural Arts**.

The **coming months will be a real challenge** for Rural Arts, so we're grateful for everyone's **patience and support** as we navigate the **'new normal' together**.

Best wishes,



Max May
Director and CEO



Update 3rd December 2020

Great news! All Rural Arts' activities have restarted, as planned.

In line with Government guidance for COVID-19 Secure venues, North Yorkshire's placing in Tier 2 does not affect any of our planned activity.

The safety of our staff and customers is paramount. Our multiple sanitising stations, Perspex partitions and one-way systems are just some of the ways we're able to provide safe, in-person creativity, both at The Courthouse and across North Yorkshire.

Your Visit to The Courthouse

Your safety during your visit to The Courthouse **is our priority.**

We've made **significant changes** to ensure you feel confident throughout your visit. Some of the measures will make your experience different to previous visits, and **we're grateful for your understanding** while these have to remain in place.

This guidance lays out the ways we're working to protect you across different spaces and activities around The Courthouse. Before we start, there are some **key guidelines** you should **observe throughout your visit:**

- **DO NOT** enter The Courthouse if you or anyone in your household is currently or has suffered from [Coronavirus symptoms](#) in the last **10 days**, or have been told to self-isolate by [NHS Test and Trace](#)
- **DO NOT** visit in **groups larger than six**, unless they are all within your household / bubble (NEW: From Monday 14th September 2020)
- Maintain **social distancing** ([1m+](#))
- Wear a **face-covering**, unless seated in our café, under 11 or [exempt](#)
- Follow the **one-way systems** and **other signage** around the building
- **Sanitise your hands** using our automatic dispensers
- **Wash your hands** more frequently, for at least 20 seconds
- Follow **advice** given by our staff, and **let us know** any concerns

With us for a while?



Audiences and workshop participants can **donate** to use one of our **quarantined, CE-certified Face Shields** to make them more comfortable during their visit! **More information** on pages 9 and 10.



The following information may also help you [plan your trip to The Courthouse](#):

- As of Thursday 3rd December, our public opening hours are **Tuesday – Saturday, 10am – 4pm.**
- We have **no customer parking**, except for those with Blue Badges, who must reserve their space in advance. Information on local car parks is available [here](#).

- Our transformational **refurbishment works are still ongoing**. We're sorry if you hear any crash, bangs or wallops!

Entering and exiting The Courthouse

- Enter through our **automatic double front doors**
- Exit through Exit 1, **unless directed otherwise** by our one-way systems
- **Avoid passing others** and **give way** to step free access users
- Unless exempt, put on a **face covering** before entering
- **Sanitise your hands** on entry using our automatic dispenser
- Our gates, doors and railings are **sanitised daily**



Moving through and around The Courthouse

- Follow **one-way systems** and **other signage**
- Maintain **social distancing** using the floor stickers provided
- Where possible, doors will be kept open to **minimise touch points**
- **Give way** to lift users, those going up stairs or with buggies, wheelchair or limited mobility

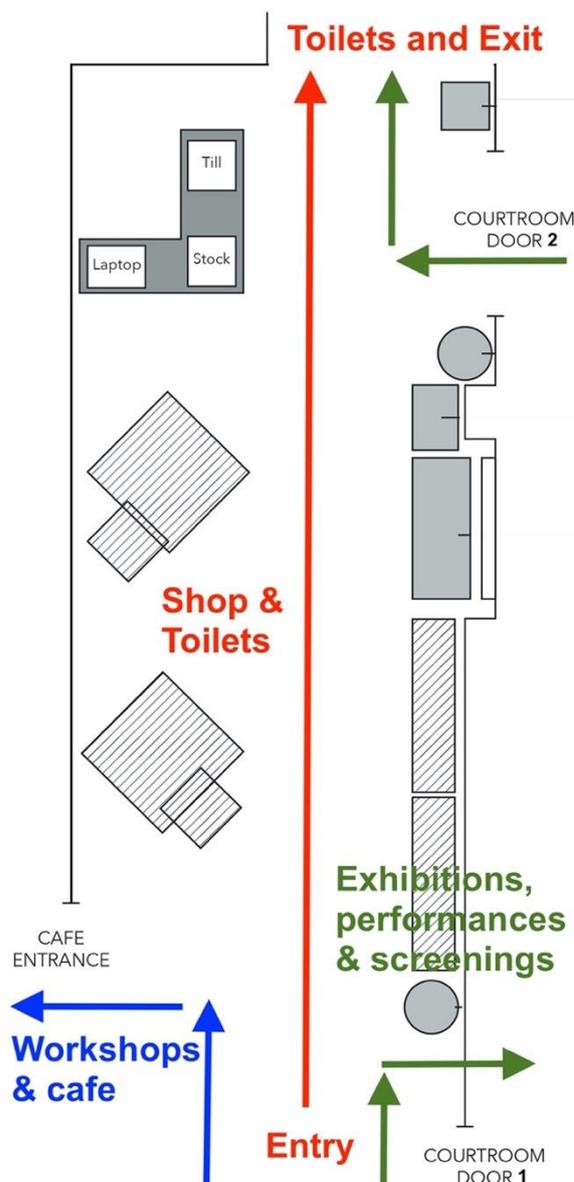
Staff and Facilities at The Courthouse

- Our staff wear **face coverings** and have their **temperature taken** before entering The Courthouse
- **Capacity** in each space at The Courthouse has been **reduced**, with rooms **aired** and **sanitised** between uses
- **Contactless payment** is encouraged wherever possible
- **Toilet cleaning** is increased, with hourly checks and **additional hygiene items** for visitor use
- Books, magazines, leaflets and games **have been removed** – ask a staff member for a copy of our **new brochure!**
- We have **no cloakroom facilities**, so bring as few personal items as possible
- If you have a buggy, wheelchair or similar, please ask a member of staff about a **designated holding space**

Visiting our Shop

Not only is our shop the perfect place to find a **unique gift** for yourself or a loved one, it also has a **brand new look!** Angela and our shop volunteers look forward to welcoming you.

- **Capacity is limited** to no more than 10 people
- Unless exempt, wearing a **face covering** is [mandatory](#)
- Our one-way system means shop visitors will **exit using our rear Fire Exit**, unless requiring step-free access

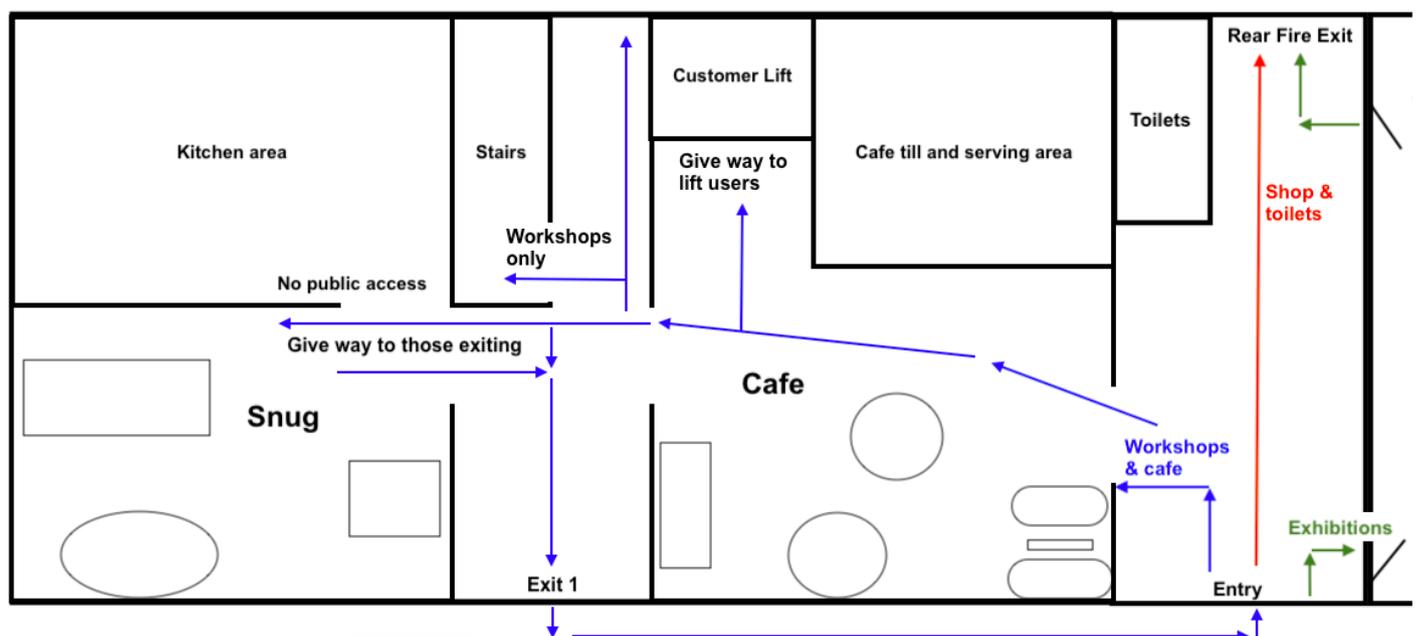


- If you move through the shop and then wish to access another area of the building, you should **follow the one-way system** out of the rear Fire Exit and re-enter through the Entry
- An **acrylic screen** will separate yourself and our staff member at the till
- If you handle something that you do not go on to buy, please **tell a staff member**
- Access to and returns of some items, such as jewellery, may be **limited** – please speak to staff

Visiting our Café

We're thrilled to be re-opening our **award-winning café**, which is the perfect place to **catch up with friends, bring the family** or **soak up some 'me time'**.

We're taking part in the Government's [Eat Out to Help Out](#) scheme, which means you can get **half-price food and drink** on **Tuesdays** and **Wednesday** in **August!**



Please note: Illustration of one-way system, not to scale or representative of exact layout

- **Capacity is limited** to 22 people
- **'1m+' physical distancing** between customers seated at different tables
- **Table service** rather than ordering at the counter
- An **acrylic screen** will separate yourself and our staff member at the till
- **Single-use (recyclable!) menus**, which also capture your information for [NHS Test and Trace](#)

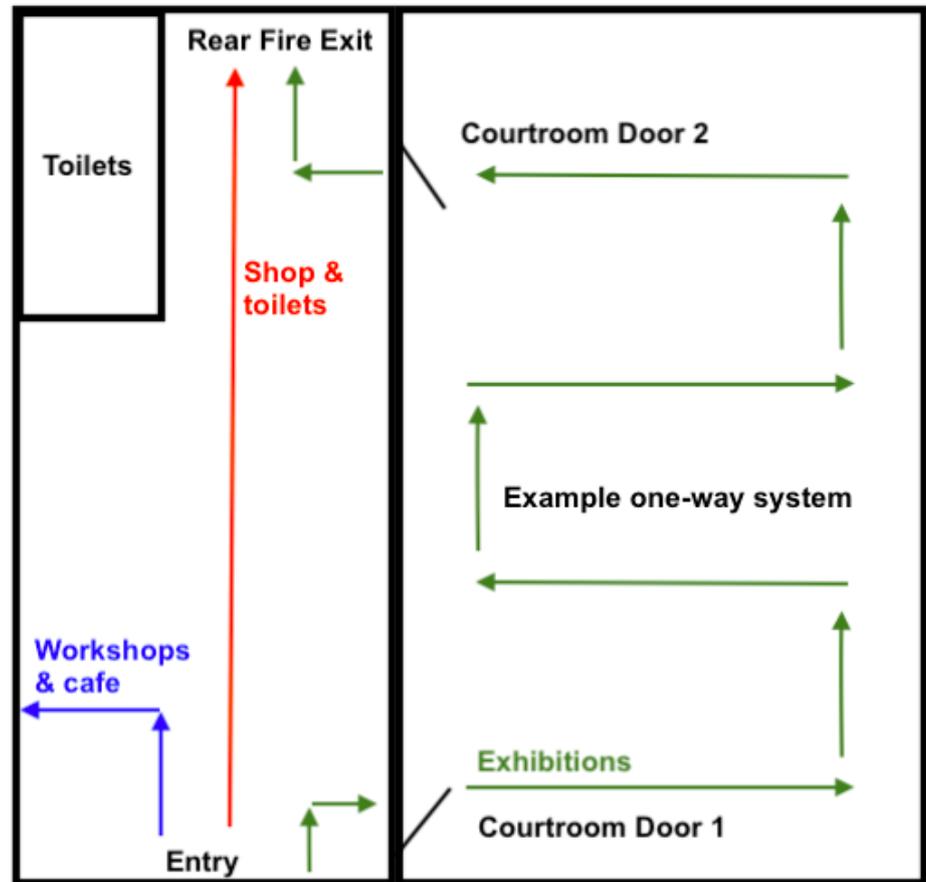
- **Temporarily reduced menu** and **opening hours**
- **Communal condiments removed** – ask staff for single-serve packets
- Toys, books, games, cushions and table decorations have been **removed**

Visiting an Exhibition

Our Autumn 2020 season includes exhibitions from **The Arts Collective** (Friday 2nd – Saturday 17th October) and **Thirlby Art Group** (Saturday 31st October – Friday 6th November)

At the time of writing, it is anticipated that the

following measures will be in place:



- **Capacity is limited** to no more than 30 people
- Unless exempt, wearing a **face covering** is [mandatory](#)
- You will **enter through Courtroom Door 1**, follow a **one-way system** and exit via **Courtroom Door 2**
- You will then exit the building via the **rear Fire Exit**, unless you require step free access
- If you wish to access another area of the building, you should **follow the one-way system** out of the rear Fire Exit and re-enter through the Entry
- You are **not permitted to touch** any items in the exhibition

Participating in a workshop

We've worked hard to **reschedule as many postponed workshops as possible** and have made some **exciting new additions** too. Our workshops are incredibly popular, and we've had to **reduce capacities** across the board, so **book in advance** to avoid disappointment.

Upon arrival, we hope you'll **take a look around our shop** or **grab a bite to eat or drink** in our café. Every purchase **supports our charitable work** across North Yorkshire. Please continue to **follow the one-way systems** while doing so.

If you choose not to use the shop or café, **let a staff member you've arrived** and they will direct you to either the workshop space or a **designated waiting area**.

- **Capacity is limited** and varies by workshop
- Participants, unless exempt should wear a **face covering** – **see below!**
- **'1m+' physical distancing** will be maintained around each participant
- Clear **acrylic screens** will create barriers between participants
- **Seating** will be arranged following best practice Government guidelines
- A **hand sanitising** station is provided
- Equipment that is not single-use will be **sanitised**, and where possible **quarantined**, between uses
- **Latex gloves** can be provided upon request

Rural Arts' face shields

Unless exempt, **participants must wear a face covering** for the duration of the workshop.

Why not **donate to Rural Arts** and use one of our **high-grade, CE-certified acrylic face shields**?

They're **sanitised** and **quarantined** between uses for your **safety** and **peace of mind**.

We ask for a **minimum donation of £1.50/£3 per workshop** (depending on length) to help us fundraise for Rural Arts' future.

Update: From 1st December, the Government have stated that **face visors should be worn in addition to** rather than instead of a more closely-fitting face covering (e.g. cloth or medical style).



Book yours now at ruralarts.org/face-shields

Participants from the **same household do not have to social distance** during workshops. Although those under 11 do not have to wear face coverings, **accompanying adults** must, unless exempt.

Attending a performance or live screening

To keep artists and audiences safe, we have limited performances and live screenings at The Courthouse this season. **Book now** to avoid disappointment!

Upon arrival, we hope you'll **take a look around our shop** or **visit the bar**. Every purchase **supports our charitable work** across North Yorkshire.

If you choose not to use the shop or bar, **let a staff member know you've arrived** and they will direct you either to your seat or to a **designated waiting area**.

- **Capacity is limited** to no more than 30 people
- Audiences, unless exempt, should wear a **face covering** – **see below!**
- **'1m+' physical distancing** will be maintained around all audiences
- **Seating** will be arranged following best practice Government guidelines
- Clear **acrylic screens** will create barriers between some audience members

Rural Arts' face shields

Unless exempt, **participants must wear a face covering** for the duration of the live event.

Why not **donate to Rural Arts** and use one of our **high-grade, CE-certified acrylic face shields**?

They're **sanitised** and **quarantined** between uses for your **safety** and **peace of mind**.

We ask for a **minimum donation of £1.50** to help us fundraise for Rural Arts' future.

Update: From 1st December, the Government have stated that **face visors should be worn in addition to** rather than instead of a more closely-fitting face covering (e.g. cloth or medical style).



Book yours now at ruralarts.org/face-shields

If you have booked more than 1 ticket, **you may be contacted in advance** to confirm **whether you need to be socially distanced** from the other members in your party.

Unfortunately, due to the configuration of our spaces, **we cannot guarantee** that all parties who do not require distancing will be **seated together**.

Room Hire

Our beautifully restored, Grade II listed Courthouse is the **perfect venue for corporate, creative and private events**.

Our **state-of-the-art technical equipment** includes SMART boards, projectors, sound systems and live streaming capabilities.



We can provide a range of **in-house catering** options, or our **award-winning café** serves local and homemade food and drink. The Courthouse is **fully accessible**, has Blue Badge parking, and is within walking distance of Thirsk marketplace and local car parks.

Our **COVID-19 Secure measures** mean that you can **book our spaces with complete confidence**. Each booking must demonstrate risk assessment and mitigation, and comply with all Rural Arts' other safety measures.

To discuss your needs, please [email Angela Holt](#).

Attending a meeting with Rural Arts' staff

We're really excited not only to re-open **North Yorkshire's only professionally-run cross-discipline arts centre**, but to be based back at our HQ!

If you have a meeting scheduled with a team member, you should **agree meeting instructions in advance**, or telephone from outside upon your arrival.

If this is not possible, you should **tell our Shop team** who you are here to meet, and follow their instructions, alongside the **general guidance** on **pages 4-6**.

Your meeting will take place in a **dedicated** and **risk assessed space**. Please do share with us if there are **any additional measures** we can put in place to make sure you're comfortable.

It's great when people just pop in, but unfortunately **staff are not available for unscheduled meetings until further notice**.

Useful Links

Further reading for Visitors

- [Coronavirus: Guidance and Support](#) – UK Government
- [Coronavirus outbreak FAQs: what you can and can't do](#) – UK Government
- [Face coverings: when to wear one and how to make your own](#) – UK Government
- [Face coverings: how to wear and wash them safely](#) – World Health Organisation

Government guidance that has informed our guidelines

- [Performing arts – Guidance for people who work in performing arts, including arts organisations, venue operators and participants](#)
- [Restaurants, pubs, bars and takeaway services – Guidance for people who work in or run restaurants, pubs, bars, cafes or takeaways](#)
- [Shops and branches – Guidance for people who work in or run shops, branches, stores or similar environments](#)
- [Guidance for the safe use of multi-purpose community facilities](#)
- [Cinemas- keeping workers and customers safe during COVID-19](#)
- [Coronavirus \(COVID-19\): Meeting others safely \(social distancing\) – Guidance on new law, Monday 14th September](#)