



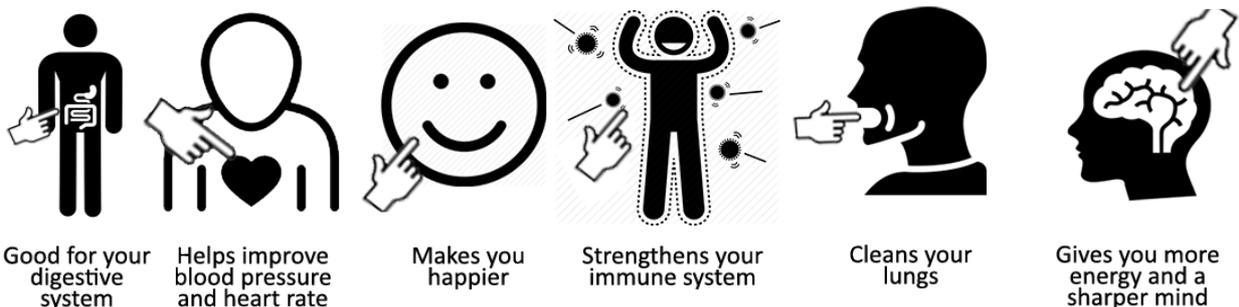
# THE ALNWICK GARDEN

## THE ALNWICK GARDEN VIRUS RESPONSE Q&A - MARCH 2020

### SHOULD I VISIT THE ALNWICK GARDEN?

Yes, of course you should! We have vast open spaces with an abundance of fresh air, not to mention our outdoor events throughout the season. You may experience the odd dinosaur wandering around but trust us – this is normal here.

We have unlimited amounts of fresh air supplied free of charge to our visitors. We are sure that you don't need to be told, but there are lots of benefits to fresh air!



Wide open spaces mean plenty of areas to picnic too! Just make sure your sandwich doesn't get eaten by a Tyrannosaurus Rex!

### WHAT IS THE ALNWICK GARDEN DOING ABOUT COVID-19?

We have completely modified our cleaning and sanitisation process which includes sterilisation of our most used facilities every 20 minutes throughout the entire week.

Our toilets are world renowned for their cleanliness as demonstrated by winning platinum in the Loo of the Year Awards in 2019. And yes – we have plenty of toilet rolls....

We offer a fully contactless experience from the point of ticket purchase online to Garden entry. Avoid queuing in Admissions by simply showing your online ticket to our Visitor Operations team at the main garden gate.

We have rolled out additional staff training in light of the current environment. We are working with relevant agencies and acting in accordance with government guidelines.

## **WILL ANY OF THE EVENTS BE AFFECTED?**

Our Events Plan as published may change at short notice depending on government advice. The health, safety and welfare of our visitors is our highest priority.

We apologise for this in advance and will strive to keep our website and social media channels up to date as the situation develops.

## **ARE OUR COMMUNITY PROGRAMMES IMPACTED?**

We are working with our beneficiaries to ensure that the support that we offer will continue throughout this period. This may mean that the way that we provide this support may change whilst ensuring that we keep the consistency that our beneficiaries are used to.

From our point of view all our groups, activities and events will continue as usual, until we are advised otherwise by Public Health England and government guidance.

If any of our beneficiaries feel unwell, or have any symptoms of the coronavirus, please call 111 for advice and guidance on what to do. If you find yourself at home unable to leave due to illness and need help, please call the Community and Education Team Monday to Friday on 01665 665726 or contact Onecall Northumbria on 01670 536400 who are available 24 hours a day, seven days a week.

## **WHAT IMPACT HAVE YOU SEEN TO DATE?**

Our visitor numbers have not shown any signs of a downturn as yet but numbers at this time of year are historically very low. We are monitoring the situation closely.

## **WHAT ARE YOUR CONTINGENCY PLANS?**

Over the last few years we have built up a reserve in order to make us more robust to significant events that pose a risk to The Garden's commercial operations. This is in place and will be put to use if necessary.

In order to mitigate against a prolonged financial downturn, we have stopped all but essential spending and have frozen all vacancies.

At this stage we do not envisage amending closing times or periods however this may be done depending on how the season evolves and the government guidance changes.

We are confident that the proactive messaging around The Garden being a healthy outdoor venue could provide opportunities for revenue growth over the coming months.