



**COVID-19 Policy/Considerations**

**Luminate Sandringham 2020**

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## **1. Statement of Intent**

**The purpose of this Document and the accompanying Risk Assessment is to consider the Risks of Exposure to Infection from COVID-19 for all staff, contractors and visitors working for/at or attending at Luminate and to ensure the implementation of safe and effective social distancing and hygiene measures to limit the risk of exposure to infection for all staff, visitors and contractors.**

**Our paramount objective is to reduce risk to the lowest reasonably practicable level by taking preventative measures and to work with our Contractors, Venue partners and Employees so that everybody's health and safety is protected.**

## **2. Brief Description of Luminate**

**Outdoor walk/trail through gardens. All visitors attend with their own party group and follow the designated route around. The trail is a continuous experience with visitors walking along to enjoy their visit. Some sections invite interaction or a longer dwell time – but again still within one's own party group.**

**Audience: Predominantly families and couples.**

**Setting: All outside, no area under cover or inside (save for catering offerings – see note below)**

## **3. Key Groups of People to Consider Throughout**

**Employees (Permanent & Casual)/Contractors – divided into office staff and on-site workers .**

**Visitors/Members of the Public Attending Luminate**

**This document and the accompanying Risk Assessment will be shared with all employees/venue partners and contractors and consultation/discussion invited. So as to ensure that everybody's concerns have been addressed and any appropriate modifications/updates to this can be implemented.**

**In line with the UK Government Guidance this Risk Assessment will also be published on our Company Website – though for Security reasons, publications of route maps and detailed information about routes will be removed from the version published on line.**

## **4 General Steps which will be Implemented**

### **4.A Office/Back-Room staff**

**Will continue to work from home wherever possible. Phone lines can be re-directed and all permanent office staff have personal computers to facilitate this. Meetings will be conducted wherever possible over telephone/computer. If essential to meet face to face – will primarily look to do so outside or if that is not possible, only in an indoor socially distanced setting, one to one where possible or small group wherever one to one is not possible.**

#### **4.B On-Site Staff/Visitors:**

**Hand Sanitising stations will be introduced and all employees/visitors will be encouraged to use.**

**Employees will be asked to use the hand sanitisation points at the start and end of their shift and at regular intervals throughout their shift.**

**Visitors/Public will be encouraged via on-site signage and email communication prior to their visit to use the hand sanitisation facilities available**

**Hand sanitisation stations will be located at:**

- \* the start of the trail**
- \* regular intervals throughout the trail**
- \* outside all catering kiosks**
- \* close to the fire-pit area (as toasting of marshmallows will be available)**
- \* All catering concessions will have hand sanitiser available for staff and public use.**

**Toilets with hand-washing facilities are located on site and will be available for public and staff use throughout. These facilities are already in use and operated by our Venue Partners at Sandringham Estate.**

#### **5. Social Distancing Measures in Line with UK Government Guidelines will be in place**

**Employees: will be reminded (during pre-opening H & S training) and once they commence work to maintain social distancing in line with UK Government Guidelines wherever possible – both from other employees and visitors**

**Visitors: will be reminded in pre-show communications and on the night via onsite signage of the need to adhere to social distancing in line with UK Government Guidelines, both from other members of the public and from stewards/members of staff**

**How will this be achieved?**

##### **5.A) Online advance booking only**

**5.B) Check-in process – this has been developed to be a very quick process, so any face to face contact is limited in duration (plus the public remain outside throughout this process). Face shields will be provided for staff working here and they will be required to use them (unless they have a medical reason for being unable to do so, in which case they will be asked to advise us of this and we can look to deploy the staff member elsewhere). Bookings will be made online and visitors simply say/show their surname or visitor number to the check-in steward who then types it into their handheld device.**

**NB: One device per check-in steward per night. These will not be shared. Devices will be sanitised nightly.**

**5.C) Staggered Timed entry slots with reduced capacity per time slot. See detailed note & route plan below**

**5.D) Passing points – to allow public to pass another group passing points will be added wherever possible and at any anticipated pinch-points. All groups are moving in the same direction so face to face encounters will be minimal**

**5.E) Trail will be widened wherever possible – to allow additional space around dwell moments**

**5.F) One way system in operation throughout the trail**

**5.G) Queue Management – for those waiting to start trail & at any anticipated “pinch points”/dwell moments – passing points/ trail widening & additional stewarding here to minimise their occurrence. Any entry queues will be controlled so as to ensure that Social Distancing can be maintained whilst in them**

**5.H) Respecting of Government COVID Policies**

**Visitors will be reminded in advance online and prior to their arrival to respect all UK Government COVID-19 policies which are in place at the time of their visit, including the current “Rule of 6” and any other rules in respect of meeting people from outside your household group/bubble.**

**5.I) Inter-active elements on the trail – all being re-designed to be non-multi hand touch – will be foot controlled or sensor activated instead.**

**6) Shared Equipment – Staff**

**Check-in equipment ipad/ kindle – see note above.**

**Radios – x1 headset per employee to be retained for the whole run. Radios will be disinfected nightly and left untouched until the following shift.**

**Uniform – own clothes, other than High-Vis vest provided and employees will retain their own to use throughout the run. Will be advised to not take into their own home and to air nightly after each shift.**

**7. Face-Coverings:**

**We will follow all guidelines as are current at the date of opening. Face shields will be provided for all staff and all staff will be encouraged to wear them. Front of House staff will be required to wear them. Vulnerable staff will be strongly advised to wear them in all roles, however if they are unwilling/unable to do so, we will seek to locate them in positions where less/shorter encounters are anticipated with the public. In the event that Face coverings become mandatory in outdoor**

settings, all public visitors will be reminded of the need to bring and wear a face covering (through pre-show communication and through signage on the night). In such circumstances, all staff members (except those with a medical condition exempting them from so doing) will be required to wear a face covering.

**8. Second Objective: To provide top level considerations for managing customers, visitors and contractors. Assessing the number of customers per time slot and per night, that can be allowed to access the trail to reasonably ensure that social distancing can be maintained throughout the trail, throughout the night**

**How will this be controlled along all standard zones of the Trail?**

**8.A) Controlled Numbers of People Entering site**

**We will restrict visitor numbers so as to ensure social distancing along the trail can be comfortably adhered to at all times.**

**Tickets for each night will be sold in pre-book 15 minute timed entry slots. Visitors will book into each slot on our website and will be advised through pre-show communication not to arrive more than 15 minutes before their time slot. This will allow us to control the number of visitors entering site and any one time and the flow of visitors across the site throughout the night.**

**The trail is 2100 metres long. Based on our experience last year (running the same Event at a different location) the average group/bubble size was 3.5 people. Allowing a group/bubble every 3.9 metres would mean a max capacity of 540 groups/bubbles (or 1,890 people) on the trail at any one time, with a 3.9m gap between groups.**

**We expect the average time on the walk to be around 75 minutes. We are limiting ticket sales to an average of 100 people per 15 minute slot (the number of people for each slot is fixed and will vary slightly between slots, to better control the flow of people, during anticipated busier/quieter slots). *This will ensure that we limit capacity to approx 750 people on the trail at any one time , this is 214 'groups/bubbles, and would mean one 'bubble' approx every 9.8metres.***

**So even on a sold out night, there would be an approx gap of 10m between groups/bubbles.**

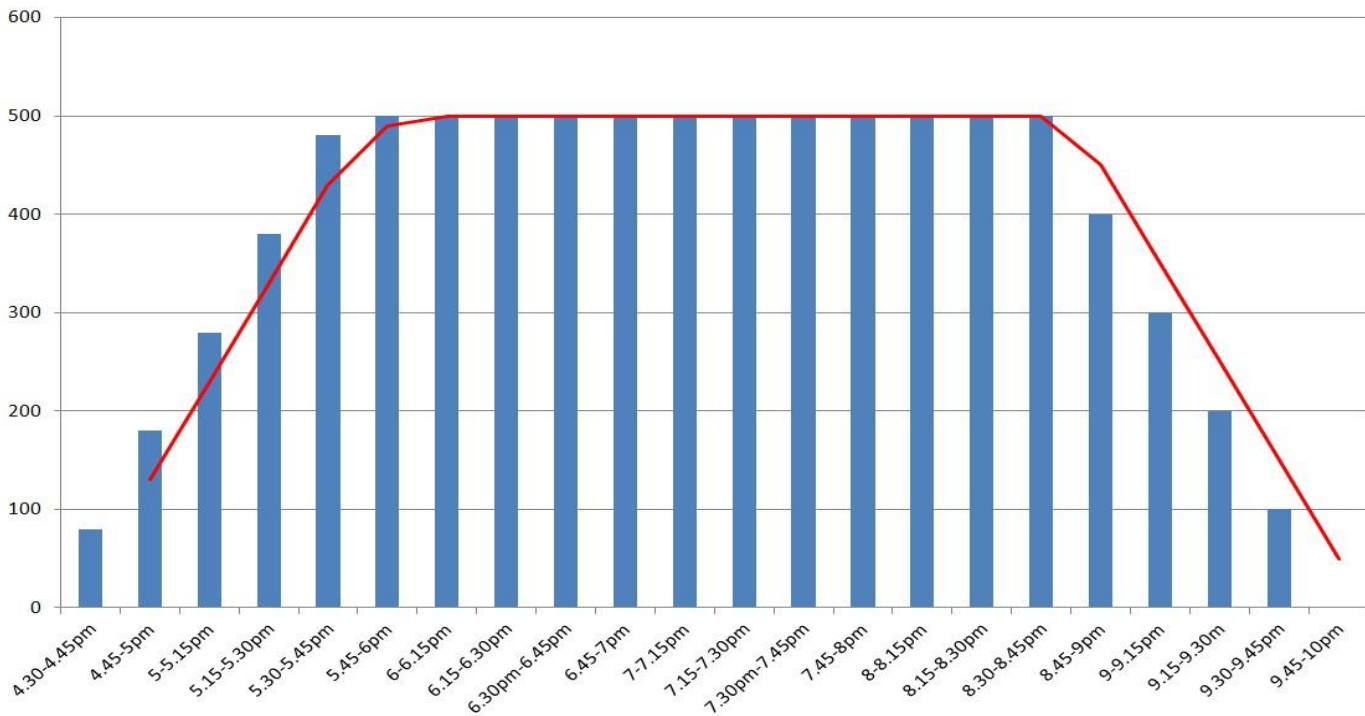
**MAP BELOW Shows max capacity of groups/bubbles that could be accommodated across site whilst allowing an average 4m gap between groups/bubbles (approx 540 groups).However, we will be operating at circa 50% of this capacity by limiting ticket sales as per the aforementioned fixed numbers per timeslot, to approx 214 groups.**

**Sandringham Luminare Visitor attraction – Throughput Map**

Based on the distance of 2060 metres and a ‘bubble’ every 4 metres we have a max capacity of 515 groups/bubbles on the trail at one time. Based on last years tickets the average group was 3.5 people which would equal= 1,802 people on the route with 4 metres gap between groups.  
**BUT** We are limiting capacity to 750 people on the trail at once, this is 214 ‘groups/bubbles, and would mean one ‘bubble’ every 9.6 metres.  
 So even if we sell out there would be an approx gap of 10m between bubbles.  
**Map below show rough max capacity based on bubbles and throughput.**



**Expected Numbers of Visitors on Site at Any Time**



## **8.B) Dwell points**

Some areas will invite interaction/a longer stay in that section. To ensure social distancing here we will implement additional measures:

## **8.C) Entry Queue at Start of Trail**

At the start of the trail there may be people waiting to enter the attraction. To minimise this visitors can wait at the courtyard and cafe area where necessary and join the queue just prior to the start of their timeslot. This information will be given out via pre show communication and via onsite signage. People will also be reminded at the time of their booking and prior to arrival to arrive of the need to arrive in line with their timed entrance slot only.

The courtyard and cafe area and any entrance queue will be managed so as to ensure that social distancing can be maintained there.

Pedestrian barriers can be used if necessary to assist with control of visitors/any queues here. Signage will be in place reminding visitors of the need to maintain their Social Distance. Stewards will be deployed here to control queues and remind visitors of the need to maintain their Social Distance.

## **8.D) Installations**

Along the trail, we have designed the layout of installations, to ensure that those installations which invite a longer dwell time, are located later in the trail – so groups have spread out further before reaching them.

Wherever reasonably practicable, passing points will be created at these points and/or the trail will be widened so that guests can pass one another whilst still maintaining social distance. All visitors will be travelling in the same direction so face to face contact will be minimal.

All interactive moments have been designed so as to not involve multiple hand touch. They will either be controlled via foot controls/pedals or via laser/sensor.

Additional stewards will be in place at any dwell points to monitor visitor flow/crowding.

## **9. Catering**

All will operate in accordance with COVID-19 Guidelines & will be registered with their local EHO. All food and drink establishments will be operated and ran by the in-house catering team at Sandringham.

## **10. Toilets**

Toilet blocks to be used, will be the permanent facilities located at Sandringham Estate. These facilities are already in use and operational at Sandringham and will be operated throughout Luminare in accordance with the Guidelines and Risk Assessments prepared by Sandringham and currently in use there.

## **11. Test and Trace**

**In accordance with UK Government Guidelines a temporary record will be retained for 21 days for the lead contact of all party bookings. The provision of an email address and a telephone contact number is a mandatory booking requirement. These details will be retained. These will be made available to the UK Public Health Authorities to be used for Test and Trace purposes if required.**

**Staff shift patterns will also be retained for 21 days in order to assist Test and Trace if required.**

## **12. Staff General:**

**All employees will be requested to contact management urgently if they/anybody in their household has COVID-19 symptoms/need to self-isolate. They will be advised not to come to work but to seek a COVID-19 test and report the results ASAP**

**Arrival/Departure of staff – minimal risk as all outside – but reminder to adhere to social distancing. Only share lifts with those in your “household bubble”**

**Flow around site – encourage stewards to adhere to one way system where poss – or when not poss to keep 2m apart – use passing points etc**

## **13. First-Aid**

**First Aid will be administered by trained first aiders only. All operating under COVID 19 guidelines.**

## **14. Cleaning of workplace**

**Hand-Sanitiser Stations regular, scheduled cleaning will take place**

**Toilets – see above**

**Office Base on Site – will be kept well-ventilated & socially distanced inside. Entry only as is essential. Desks and tea/coffee making facilities will be cleaned on a regular and scheduled basis.**

## **16. COVID-19 Training**

**All staff and management will receive a copy of this document and accompanying risk assessment pre commencement of Luminare, with responses/queries encouraged. Training on COVID guidelines will be issued pre-Show training.**