



Covid 19 Policy

Introduction

This policy has been implemented to ensure that Supernatural Tours and Events has a strict policy in place for all events and to protect staff and customers.

The policy will be reviewed in accordance with any changes announced by the UK Government. The policy contains all the details of our Covid 19 policy.

It is the responsibility of the Directors to ensure that the policy is implemented at all times.

Tickets

All tickets for events must be purchased online prior to the event. For the duration of the restrictions we will be unable to take on the day bookings. This is to ensure that the correct numbers are maintained and that money is not exchanged.

All tickets must be e-tickets and staff must not handle any physical tickets.

Event numbers

The number of customers on each event will be limited to ensure that social distancing measures can be maintained.

Ghost tours in September will be limited to 10 customers per tour. In October this will be increased to 20 per tour.

The number on ghost hunting events will depend on the venues rules and size.

The numbers of customers on events will be reviewed regularly and in line with any changes announced by the UK Government.

At no time should customers numbers exceed the maximum number implemented.

Trial events

Prior to resuming ghost tours, we will operate two trial tours in Southampton which will have a maximum number of 10 customers.

Tour structures will be amended based on this trial.

Cancelation of events

If any event is cancelled as a result of restrictions announced by the Government, customers will be contacted and offered an alternative date or a full refund.

We will always do our upmost best to ensure that we can operate events professionally.

Lockdown and self isolation measures

Customers who are living in a place where lockdown measures have been implemented must not attend any events under any circumstances. This includes staff and clients.

Any customer, staff member or client who has symptoms of or is in self isolation must not attend any event until their isolation period has ended.

In both circumstances, the customer or client must contact us to make us aware.

Track and tracing

All customers, clients and staff must provide us with their full name, address, email address and telephone number prior to the event. Any customer who does not provide these details or refuses to will be unable to attend the event.

All data will be stored in accordance with the General Data Protection Regulation (GDPR). If a Client, Customer or staff member shows sign or symptoms of who is diagnosed with Covid 19 must inform us immediately.

If this circumstance arises, we will contact all customers who have attended the event and work with the NHS to implement any further measures.

Any staff who have attended the event will also be required to self isolate under UK laws.

Social distancing measures

Where possible all customers, staff and clients will be required to maintain a distance of 2 metres. All customers, clients and staff must be no less than 1 metre apart at all times.

Customers must not mix with any other customer who is outside of their social bubble. The host will check that social distancing is maintained throughout the event.

Measures

Customers and clients must wear a mask throughout the tour and event unless they are exempt on medical grounds or are under the age of 11 years.

Customers and clients have the responsibility of ensuring they bring a mask with them.

We will provide a sanitization station at the start and the end of the event where staff, clients and customers can clean their hands. This must be done by all.

There will be regular stops throughout the tour to remind customers and clients to wash their hands. We recommend customers do this as much as possible.

Venues

For events which include the use of tours, we will work with venue to ensure they have measures in place and ensure that these are communicated to customers.

Social distancing must be maintained and customers, staff and clients must be made aware of the measures. We will not use areas that have size restrictions or are not cleaned easily.

These measures will see a change of starting point for Winchester which will take place outside until restrictions are fully eased.

The venue must be fully cleaned at the start of the event where possible. These restrictions may result in areas being unable to be used.

Historic vaults

The historical vaults will be unable to be used for Southampton Ghost Tours for the remainder of 2020. We will review this policy for 2021.

Tour routes

Each tour route will be reviewed to ensure that any appropriate amendments are made to ensure that social distancing can be maintained.

Any amendments will be communicated to staff members.

Training

We will provide full mandatory training to all staff members before they attend an event and regularly throughout the Covid 19 restrictions.

Risk Assessment

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> • Staff • Customers • Clients • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions • Anyone else who physically comes in contact with you in relation to your business 	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water in place or a sanitisation station for outside events. • Stringent hand washing taking place. Reminders will be announced throughout the event. • See hand washing guidance. • https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • Drying of hands with disposable paper towels. These must be disposed of. • Gel sanitisers in any area where washing facilities not readily available <p>Cleaning</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, using appropriate cleaning products and methods.</p> <p>Social Distancing</p> <p>Social Distancing -Reducing the number of persons on and events to comply with the 1 + metre gap recommended by the</p>	<p>Staff, clients and customers to be reminded on a regular basis to wash their hands for 20 seconds with water and soap or hand sanitiser and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Customers must bring appropriate items.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice</p> <p>Posters, leaflets and other materials are available for display for inside events/</p> <p>Rigorous checks will be carried out by Directors and Event owners/managers to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside</p>	

		<p>Public Health Agency. Where possible we will implement a 2 metre rule. The staff and hosts will ensure this is maintained. Areas of a restricted size will be unable to be used and tour routes will be reviewed.</p> <p>The number of customers on events will be restricted depending on the venue size and event. Ghost tours will be restricted to 20 people from October 2020.</p> <p>Conference calls to be used instead of face to face meetings</p> <p>Symptoms of Covid-19</p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our events (including where a member of staff has visited other premises), the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p>	<p>of it. Management checks to ensure this is adhered to.</p> <p>A track and trace process will be implemented and customers notified if a customer or staff members make us aware of any symptoms or diagnosis of Covid 19.</p> <p>To minimise the risk of transmission of COVID-19 Customers and clients will be required to wear masks throughout the event.</p> <p>Actors will be unable to scream and shout loudly to prevent the risk of transmission.</p> <p>The use of make up will be restricted. Application will be by the staff member using a nominated equipment box that must not be used or applied to anyone else.</p>	
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