

Mrs Smiths Cottage

We can't wait to welcome you to Mrs Smith's Cottage!



Things are going to feel a bit different, so please read this pack carefully so you can see all the changes we've put in place to help to keep you safe during your visit.

Enclosed in this pre-visit pack are:

- **Booking information**
- **Site Map**
- **Information and FAQ's**
- **Our contact details**



Booking Information

To keep you safe, we're limiting the amount of people on site at one time.

This means you'll need to let us know that you're coming by:

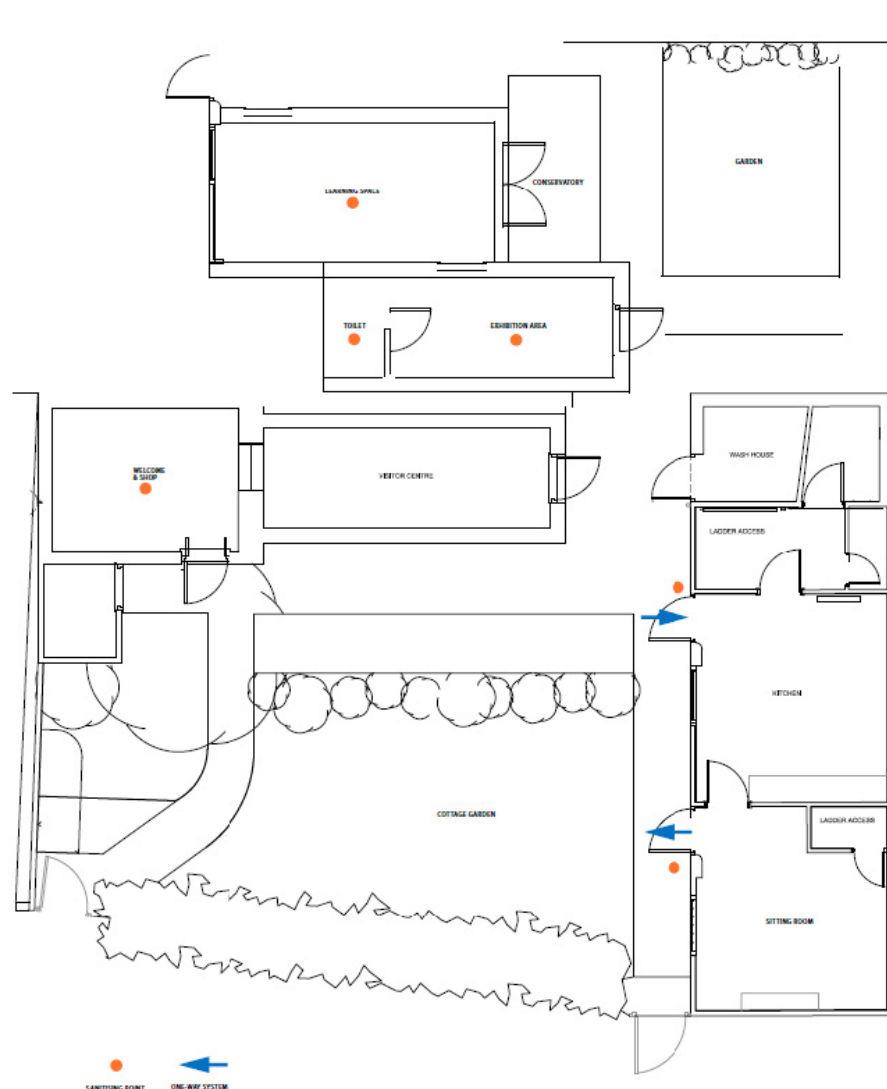
- Booking online at www.mrsmithscottage.com

Site Map

Below is a map of the site which shows the visitor flow throughout the building, as well as regular sanitising points.

We have a one-way system for the Cottage, sanitising points throughout the site and all doors through the building will be left open to ensure air-flow around the site.

We do encourage you to use contactless payment when purchasing items in our retail area.



Opening Times

Our new opening times are:

Saturday 12pm – 4pm

Sunday 12pm – 4pm

Monday 12pm – 4pm

We'll be offering one-hour slots in which to visit, please specify which a lot you would like when booking your visit.

12pm – 1pm

1pm – 2pm

2pm – 3pm

3pm – 4pm

As our venue is quite small we'll be limiting the group size to **10 people**. This allows visitors, staff and volunteers to move around the building safely.

When booking, we will be asking you for some **contact information**. This is to comply with the government 'Track and Trace' guidance.



Information and FAQ's

Please find some more information here – if you don't find the answer you're looking for feel free to contact us using the details below and we'll be happy to help!

- **How will you help make our visit as safe as possible?**
We have sanitising stations throughout the building and have limited the amount of visitors we have on site at once.
- **How do we book a slot to visit?**
Please book online at www.mrssmithscottage.com
- **Can I still use cash when purchasing items?**
We encourage you to use cashless and contactless payments as much as possible while visiting, however we will accept cash if needed.
- **Will toilet facilities be open?**
Yes – we have one toilet for visitors and a separate toilet for staff. Hand washing and sanitising products are available and regular cleaning of the facilities will be undertaken by staff.
- **Will I have to wear a mask to visit Mrs Smith's Cottage?**
Based on current government guidance and advice you must wear a face mask when visiting us, with the exception of children under 11 and those with medical or other exemptions.
- **I have a question and can't get through to anyone on the phone.**
Due to the reduced opening hours our staff aren't on site as regularly as they were before, however we have an alternative contact number to call, listed in the contact details below.
- **Where can I park?**
On street parking is available.

Please note

Please don't visit if you are in a high risk category, are self-isolating or if you or anyone you've been in contact with has symptoms of coronavirus. We'd love to see you soon but right now, it's not worth the risk.

Stay 1-2m apart – Please keep your distance from staff and other visitors. We'll be offering a limited takeaway refreshment offer to make this easier.

We'll be cleaning much more regularly than normal but please try to avoid touching doors, windows and signs. We've priced items in the shop so that you do not have to touch unless you intend to buy.

Please make use of our regular sanitising points throughout the building. They are there to make sure you are never too far away from a place that you can sanitise your hands.



Contact Details

Phone us: **01522 811469**

If nobody is available to answer your query, please call **01529 308102**

Email us: **mrssmithscottage@n-kesteven.gov.uk**

Website: **www.mrssmithscottage.com**

We look forward to welcoming you soon!

