



TANDEM CUSTOMERS COVID-19 PROCEDURE

These are in place to keep you, other customers and staff as safe as possible during this time Please be patient with us as we work through these changes, procedures may change as rules change so please get in touch if you have any questions.

Many thanks, Team Hibaldstow

Prior to Arrival

- Tandem Customers Covid-19 procedures These are in place to keep you, other customers and staff as safe as possible during this time Please be patient with us as we work through these changes, procedures may change as rules change so please get in touch if you have any questions Many thanks Team Hibaldstow Prior to arrival
- Tandem customers must complete all their paperwork before arrival and have completed the Covid19 questionnaire to say that they understand the new rules in place and they have no symptoms of the virus or been in contact with anyone with the symptoms.
- All video/tandem payments must be made prior to arrival (this can be done by ringing office on 01652 648837)

On the Day

- If you have any symptoms, please ring asap before arriving. Do not come to the centre.
- Please arrive at your allotted time. We have staggered the arrivals to minimise the amount of people arriving at the same time.
- We will be checking your temperature on arrival.
- If you are going to be late, you **MUST** inform us as soon as possible as you may lose your slot and be delayed until later in the day.
- Please do not arrive earlier than your designated time.
- Hand sanitiser stations will be located around the facilities. **Please use these the hand sanitiser regularly** whenever possible and especially if you come into contact with something anyone may have touched before i.e. pens, door handles etc.
- Tandem customers are responsible to make sure their spectators understand our rules and that they must adhere to them at all times.
- Only tandem students are permitted in reception – maximum 2 at a time following social distancing rules.
- No spectators are permitted into reception. Only exception is 1 parent/guardian if tandem is 16-18yrs old.
- **A maximum of 3 spectators are permitted.** These must be from the same household/ social bubble.

- **All tandems and spectators must wear a face covering** – mask or buff style – when inside the facilities.
- If possible, spectators must remain outside unless ordering from the café or using the toilet facilities.
- If they cannot sit outside, due to the weather, they will be designated a table in the café area.
- If the weather isn't favourable, tandem customers will only be permitted to wait for a maximum of 1 hour.
- Café will be serving a limited menu and using takeaway containers only. Only 1 person will be allowed at till.
- Contactless payments are preferred.
- Please adhere to social distancing in the clubhouse, please stay at the same table.