



Tandem Customers Covid-19 procedures

updated- 22/03/21 to be reviewed by 17th May

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 read the Covid19 procedures and only arrive if 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 and completing track and trace questions
- Please do not arrive earlier than your designated time
- Hand sanitiser stations will be located around the facilities. Please use these whenever possible and wash your hands thoroughly 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 per person.** groups inc jumpers cannot exceed more than 6. Children under 12 not counted
- **All tandems and spectators must wear a face covering** – mask or buff style – when inside the facilities . Anyone exempt must have proof (Signed GP 115B medical is needed anyway for Tandem Customers, for any conditions that exempt)
 - Spectators must remain outside unless ordering from the café or using the toilet facilities.
- Café will be serving a limited menu and using takeaway containers only, only 1 person allowed at till.
- Contactless payments are preferred.