

## Visiting the National Fruit Collection during the Covid-19 Outbreak FAQs

### Are we allowed to reopen?

Yes. Government guidelines updated 29th March 2021 state you can leave your home to exercise or to visit a public outdoor place for outdoor recreation, such as a coffee on a bench or a picnic in a park. Outdoor gatherings of either 6 people (the Rule of 6) or 2 households are allowed.

You should minimise the time you spend outside your home, and you should not travel outside your local area.

Public outdoor places open include: public and botanical gardens - whether or not you pay to enter them.

### When will we reopen?

We are currently open for self-guided walks only. These are available 7 days a week from 10am to 4pm but all visitors must pre-book before visiting the farm. Daily Guided Tours and Blossom Picnics are opening from 12<sup>th</sup> April – pre-booking essential.

### Will you practice social distancing on site?

Our foremost priority remains the health and safety of our visitors, volunteers and staff and we will do everything possible to ensure all Government social distancing measures are followed. There will be signage on site reminding visitors of the importance of social distancing and visitors will be asked to leave a 2m gap when queuing or following the one way route around the Collection. Visitors will be reminded to make way for other visitors in the market place to ensure social distancing at all times.

### Is there car parking on site?

Yes. There is plenty of car parking available. Visitors will be asked to consider social distancing guidelines while entering and leaving their vehicles the car park for everyone's safety.

### How will I purchase a ticket?

You can purchase an **Orchard Pass** or a one day **Event ticket** online from our website. Orchard passes are valid for 12 months from the day of purchase. Event tickets are only valid for the day and arrival time you have selected. No tickets will be on sale on the day.

**Do I need to book in advance?**

Yes. For safety reasons, all visits must be pre-booked, but we will review this if deemed necessary. Go to [www.brogdalecollections.org](http://www.brogdalecollections.org). There are 2 hour arrival slots. If you miss your slot you may not be allowed to enter the orchards.

**Will numbers be limited into the orchards?**

Yes we have set a daily capacity based on our previous years visitor numbers. We estimate a 2 hour maximum tour time with the aim of maintaining a safe flow around the site. If it becomes necessary to close the route or delay your entry we will post details on social media and at the front gate.

*Numbers are very limited, so we do not expect any delays or queues.*

**Will you be providing maps?**

Yes. If you have pre booked your time & day you can collect a map from the guides hut when you check in. Alternatively, you can download our App for both Apple and android devices. You can also collect a children's trail map from the guides hut.

**Will the toilet facilities be open?**

Yes, the site public toilets are open, they will be cleaned and sanitised at regular intervals. Signage will remind visitors to wash their hands thoroughly both before and after using the toilet facilities. Hand soap and sanitisers will be available at all times. We would ask users to follow social distancing advice and minimise contact with surfaces.

**Will there be hand sanitiser available?**

Yes there will be hand sanitiser available at the Guides Hut for use before entry and at the exit but we also recommend bringing your own.

**Will the cafe be open?**

They are offering a take away service for the Easter weekend 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> April then due to open on 12<sup>th</sup> April 2021. The café is privately owned by a separate company. Details of their current trading can be found on their website <https://www.thecourtyardatbrogdale.co.uk/>

**Can I bring a picnic?**

We have picnic area next to the guides hut that can be used by any visitors to the farm. Social distancing will be signposted and please take all your litter home. Picnics in the orchards can only be pre booked. Numbers are restricted to Orchard pass holders only.

**Are there any special provisions for disabled visitors?**

There are marked reserved disabled parking bays near the entrance and there is a disabled toilet. Due to the current restrictions the route is only partially on hard ground. To comply with social distancing part of the route is on soft ground. We have two off road mobility chairs that can be hired to use on the route. We recommend booking these in advance.

**Will the activity areas be open?**

Currently the play park is open, the Weather Station and World Music Garden are closed until further notice to keep everyone safe.

**Will there be fruit available to taste and buy?**

Fruit and fruit produce is available to buy on site during the harvest season (July to October)

**Can I bring my dog?**

Dogs are allowed in the market place but not in the orchards. Please do not leave your dogs in hot cars.

**We will update this information as we receive more guidance from the government.**