

CARDIFF VIOLINS CORONAVIRUS POLICY

We can confirm that a number of precautionary steps have already been taken to protect our staff and customers, both in Castle Arcade and in our shop. These measures include:

- **UPDATE ON 25.09.20** : Due to the restrictions imposed by the Welsh Health Authorities, Cardiff is now under local restrictions, and residents from outside the County of Cardiff will not be able to enter unless they have good reasons to justify their travelling. Please make sure that you understand the rules. We will still be here after the lockdown and look forward to seeing you then!
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- Social distancing: there are reminders in the arcade about the 2 metre rule. You need to keep to the left of the walkway.
- To get upstairs, there is a one-way system: come up via the small staircase opposite 'Crystals' (on the High street side) and leave via the large staircase.
- The arcade management ensures the regular cleaning of surfaces such as handrails
- Hand-sanitizer dispensers will be available at both entrances to the arcade and at several points in the arcade
- We respectfully ask that customers do not visit if they have a cough, even if they do not think it is related to Covid-19, or if they have had a positive Covid-19 test.
- From Monday September 14th 2020, masks are mandatory in shops. You are not expected to wear a mask to play if it gets too hot and uncomfortable. In that case, we will stay out of the room and would ask that you put it back on if we enter the room.
- Regular hand-washing within our facilities and use of anti-bacterial gel by our staff and customers
- Use of anti-bacterial wipes on surfaces, particularly those being touched by hands such as door handles, card machines, toilets and taps.
- We ask customers to disinfect their hands with anti-bacterial gels when they arrive in the shop
- No kissing, hugging or hand-shaking can take place between our staff and customers
- We ask customers to wash their hands in our facilities for at least 20 seconds before playing our instruments
- Instruments that have been played in the shop will be quarantined for 3 days before they can be played again. If and when impossible, they will be wiped with Dettol wet wipes.
- Boxes of tissues are available in all rooms and customers are encouraged to use them to sneeze or cough into. However, they are also asked to take their used tissues away. We provide disposable bags till they run out so please bring your own!
- We wipe card machines with anti-bacterial wipes (Dettol) before and after pin numbers are entered (contactless payments can be made up to £ 45).
- We only take cash payment if no alternative is possible.
- Our staff have their own designated mugs and the washing-up facilities are not shared.
- We will not serve the usual hot drinks like tea and coffee but will offer single use bottles of mineral water. You may bring your own drink in but will be asked to take your containers away with you.
- We endeavour to space out appointments in order for our staff to sanitise the rooms and quarantine the instruments for 3 days between them.
- We do not use air-conditioning systems.
- We ask to keep the number of visitors to a minimum (ie not 4 people to buy a string), and children should not be accompanied by more than 2 adults).
- Instruments brought in for repairs or maintenance will be examined by a member of staff with gloves but quarantined for three days before being worked on and another three days after the work before they can be collected. They will be handled with gloves during that quarantine before you come and collect.
- Whenever possible, we will have a 'rule of 1', when only one shop assistant looks after a customer. Exceptions will be made when somebody else like a Luthier needs to be called in. But please do not take exception if somebody you are friendly with in the shop does not come to speak to you.
- We keep telephone numbers of everybody who comes in so that they can be contacted in case of Covid in our shop. We will contact people who have visited two weeks prior.

We respectfully ask that should you plan to visit Cardiff Violins, you contact us on 029 20 22 77 61 to make sure that there is no reason to not come. However, in the interests of our staff and customers, should the need arise, we reserve the right to cancel appointments at short notice. For this reason, please let us have your telephone number so that we can contact you to avoid an unnecessary trip.

We will update this policy as and when required by PHE.

Thank you for your attention and cooperation.

Cardiff Violins