

CARDIFF VIOLINS CORONAVIRUS POLICY

CARDIFF VIOLINS has been closely monitoring the Coronavirus (Covid-19) situation and following the advice issued by HM Government and Public Health England (PHE)

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:

- 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

Inside Cardiff Violins :

- 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
- Cardiff Violins staff will wear a mask to meet customers and ask that you do too. However, for curtesy, we will all show our faces to each other at a distance before putting the masks back on our faces.
- 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, toilets and taps.
- Asking 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
- Asking 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.

- 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!
- Wiping card machines with anti-bacterial wipes (Dettol) before and after pin numbers are entered (although we encourage contactless payments up to £ 45).
- We do not take cash payments.
- Our staff have their own designated mugs and the washing-up facilities are not shared.
- No drinks will be offered at Cardiff Violins until PHE announce that all danger is gone. You may bring your own drink in but will be asked to take your containers away with you.
- We will endeavour to space out appointments in order for our staff to sanitise the rooms and quarantine the instruments for 3 days between them.
- We also 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).

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