



Staying safe at Cadw sites across Wales



As our staffed sites begin to re-open, our main priority is the safety of our employees, visitors and the wider communities of Wales. So, you'll notice some changes on your next visit.

This document will let you know what to expect — from the measures we've put in place to make our monuments safe to the changes we're asking you to make, to keep them that way.

Together, we'll defend Wales's castles, abbeys and historical houses against the threat of coronavirus.



Before visiting



These are the steps we require all visitors to take before arriving at a re-opened Cadw site:

How you can keep our staffed sites safe — before your visit:



- + Members and non-members must book their tickets online via cadwmembership.service.gov.wales/events/
- + If you do not have access to the internet and are unable to reserve a ticket online, please call our team on: **03000 252 239**.
- + Please arrive on time (no more than 15 minutes early or late).
- + Your ticket should be printed or presented on a smart phone, with the digital option as our preference. Please have this ready on arrival to limit onsite queues.
- + To gain entry, members must present their membership card. Likewise, all other concessional tickets can only be redeemed with proof of concession.
- + If advised by Public Health Wales, please bring your own face mask or covering with you. This will help to keep you, our other visitors and our employees safe.
- + Please arrive with water and food from home if you'll need it — not all of our sites have water fountains or vending machines. Our café at Harlech Castle will be open, but the café at Castell Coch will remain closed until further notice.
- + Please avoid all extensive travel to our sites and don't arrange to meet up with more than six people from one other household.
- + Please check our website and social media channels before you visit any of our sites. This will provide you with all of the latest information.
- + If you are displaying any symptoms of coronavirus or are feeling unwell, please do not visit any of our monuments. We will happily refund your ticket if this situation arises.



Hygiene changes



These are the steps we're taking to keep our staffed sites clean and sanitary:

Changes you'll notice onsite: hygiene



- + We've increased our hygiene routines extensively, with regular deep cleans scheduled alongside daily disinfecting of key 'touch-points', incl. door handles, railings, interactive screens, etc.
- + Hand sanitiser stations have been introduced, for you to use upon arrival and throughout the duration of your visit.
- + Many of our custodians will be wearing PPE — for their safety and yours. This will include the use of face masks and disposable gloves for certain tasks.
- + Most of our toilet facilities will be open, with limited capacity (please check individual site webpages for further information before visiting). Our teams will be managing and regularly cleaning these areas, so there may be a short wait to use the facilities.
- + All of our custodians have received health and safety training, ensuring they are able to work in a safe way within the safest possible environment.



Social distancing



These are the steps we've taken to make sure that social distancing will work effectively at our staffed sites:

Changes you'll notice onsite: social distancing



- ✦ For the foreseeable future, all of our staffed sites will be operating at a limited capacity with specific time slots for every single visitor.
- ✦ To enforce these restrictions, visitors (members and non-members) must pre-book their visit online at an available time and date of their choice.
- ✦ Onsite time allowances may vary across monuments dependent on site size and formation. However, most will offer the option of a morning or afternoon visit. This information will be made clear on the booking page for each site.
- ✦ Though our time-allotted visits will limit onsite queues, we have still prepared 2m floor markers and partitions to ensure that any queues are socially distanced.
- ✦ To avoid the mass use of indoor space, some of our larger staffed sites will utilise outdoor marquees for checking and scanning tickets.
- ✦ At some larger capacity sites, we have also installed plastic partition screens at entry desks — this will allow us to keep a safe distance between custodians and visitors.
- ✦ We have installed directional arrows and one-way routes at many of our monuments — as well as handy site-wide reminders to stay 2m apart at all times.
- ✦ For your safety, some of our monuments will have access restrictions onsite, with certain rooms, areas and site specific attractions closed to the public. Where this is in place, new entrance fees will be applicable. Please see individual site pages for more information.
- ✦ Our gift shops will be open — but with strict social distancing measures in place to ensure public health and safety.
- ✦ The café at Harlech Castle will be open with new social distancing measures in place. However, the café at Castell Coch requires further adaptations to ensure a safe visitor experience, so will remain closed until further notice.

During a visit



These are the steps that all visitors must take when enjoying their visit to a re-opened Cadw site.

How you can keep
our staffed sites safe
— during your visit:



- + Follow the instructions of all new signage — it has been installed for your safety.
- + Be mindful of the time you have spent onsite, completing your visit within your specified limit.
- + More specifically, look out for information about one-way routes, which we're installing at some of our sites. If in doubt, simply follow the arrows!
- + Remain vigilant — if the behaviour of another visitor is worrying you or you become aware of anything potentially unsafe, please speak to a member of staff or let us know via the survey available here: gov.wales/cadwstaysafe. Your feedback will help us to keep our sites safe for visitors and custodians alike.
- + Respect our staff and other visitors by maintaining a social distance of 2m at all times.
- + If you begin to feel unwell or display symptoms of coronavirus, please alert a member of staff from a safe social distance and make arrangements to leave the site. If you require emergency medical attention call 999.
- + Regularly make use of our hand sanitiser stations and wash your hands thoroughly after using our WC facilities.

Visit our sites, safely.



Llywodraeth Cymru
Welsh Government