

OUR RESPONSE TO CORONAVIRUS

We look forward to welcoming you back to the South Downs Planetarium

All of the measures outlined below are designed not only to comply with Government guidance to make the Planetarium 'COVID Secure', but also to ensure the safety and well being of all our visitors and volunteers. Your cooperation and understanding is appreciated in these difficult times.



For the present, we are only able to admit a reduced number of visitors to the Planetarium at any one time. All visits must be booked and paid for in advance via our website. We are unable to admit casual visitors and no payments can be taken on site. The sales kiosk will not be available during this period.



If anyone displays symptoms of coronavirus (COVID-19) neither they nor any members of their family or 'social bubble' should attend the show but should, as per Government guidance, get tested under the [NHS Test & Trace scheme](#) as soon as possible. They should advise the Planetarium immediately and either a full refund or re-booking for a future show will be made.

[We have been asked to collect the contact details of our visitors](#) to support NHS Test & Trace and help stop the spread of COVID-19. Our booking system serves as the source of the information that we need to collect. If we are contacted by NHS Test & Trace we will provide, if requested, the booking contact details of the 'lead member' of each group and the number of people in their group for everyone attending a particular show who might need to be contacted. This could help contain clusters or outbreaks. If you do NOT want your contact details to be used in this way please inform the Duty Manager.



A Host will be situated at the main entrance to greet visitors and control the flow of people going into the building. The Host will take visitors' temperatures using a non contact forehead thermometer. Anyone with a temperature of 38°C or above will not be admitted, nor the family group to which they belong. Rebooking at a later date or a full refund will be offered.



Following the latest Government guidance on the benefits of doing so, it is recommended that visitors wear face masks or face coverings while on the Planetarium premises. Those with breathing difficulties, disabilities and children under 11 years of age are exempt.



Hand sanitisers are placed just inside the entrance and elsewhere around the Planetarium for customers and volunteers. Everyone is encouraged to use these frequently. Please keep hands clean and safe.



Once inside, your names will be checked off the list of booked attendees and you will be ushered to a waiting area where social distancing between family groups will be maintained. Groups of chairs in the waiting area have been positioned to maintain social distancing, so please do not move them.



Please follow the instructions of our volunteers and the floor markings and queuing posts and ropes when moving around the Planetarium. Do maintain a 2-metre distance between yourself and others who are not part of your family group at all times. We have decided to maintain the original Government advice on 2-metre distancing as it is found to offer greater safety for individuals whilst they are inside a building.



Toilets are available, but this will be on a “one in, one out” basis and please remember to wash your hands for 20 seconds after use. Hand sanitiser will also be available.



There will be a one-way system for queuing before entry and exit from the toilets and also for entry to and exit from the main auditorium to minimise social contact. This will have to be strictly controlled so your help and support will be necessary.



About 15 minutes before the start of the show, family groups will be invited, one group at a time, to take their pre-assigned seats in the main auditorium. You will be guided from the waiting area into the auditorium by one of our volunteers. Please note that many seats have been removed in the auditorium. The positioning of family groups has been done to maintain social distancing, so please sit only where you are shown and do not move in to the empty seats between different groups. The unoccupied seats between groups meet social distancing requirements, whilst enabling families and 'social bubbles' to sit together.



In the unlikely event that the auditorium has to be evacuated during the show, please exit by the same door as the one by which you entered and follow the instructions of our volunteers to the car park area outside, maintaining social distancing at all times.



Our volunteers and our contract cleaning company will be completing regular and additional cleaning routines to ensure a high level of hygiene throughout the building.



We have carried out a full COVID-19 risk assessment and our volunteer team have all been fully trained in the new procedures to ensure the safety of everyone involved. The Duty Manager reserves the right to ask anyone who refuses to comply with the new safety measures to leave the Planetarium.

We hope that you enjoy your visit to the Planetarium.