

WHAT WE ARE DOING TO KEEP EVERYONE SAFE

VISITOR INFORMATION

In line with current Government guidance, we intend to reopen for day visitors at race meetings from Saturday 11 July 2020. A day out at one of our venues will feel a little different to before, but all the changes we are introducing have the safety of visitors, and that of our staff, as our top priority.

Until at least the end of July, visitors can only come for the day – no camping is available for the public.

This summary explains the new operations and safety measures we have put in place to protect you and our employees, and to ensure our venues are COVID-secure.

BEFORE ARRIVAL

- Visitors are advised to check our website and social media pages for latest information before leaving home
- All tickets must be purchased in advance to guarantee entry
- Visitors must not attend if they are displaying any symptoms associated with COVID-19 or are required to self-isolate

ON ARRIVAL

- Signage will be in place for vehicle parking arrangements
- Signage at venue entrances will reinforce social distancing measures and require visitors to return home if they have symptoms
- Advance-only tickets will minimise queues
- Hand sanitiser will be available for visitor use at entrances
- Staff scanning tickets will be behind a screen or have appropriate Personal Protective Equipment (PPE)

MAINTAINING SOCIAL DISTANCING AND VISITOR SAFETY

- Race circuits are huge open areas of land. Nevertheless, we will limit capacity to ensure visitors can easily socially distance
- Where grandstands are open, seating plans will be reconfigured to allow for social distancing
- Signage will inform visitors of key messages and instructions, including what to do if they start to display any COVID-19 symptoms and how to maintain social distance
- Public access to all working areas (e.g. paddocks, pit lanes and garages) is prohibited until further notice
- Walkways may be one-way or closed where recommended social distancing is otherwise not possible
- Some facilities may not be open at all race meetings, for example children's playgrounds

RESTAURANTS AND FOOD SERVERIES

- We will offer a takeaway service with a greater emphasis on 'Grab and Go' items to reduce queuing times
- Food and drink will predominantly be served in disposable (recyclable) containers with plenty of bins available
- Signage will reinforce social distancing within queues
- New hygiene screens have been installed at service counters
- Self-service buffets and salad bars will be closed until further notice
- Cutlery and condiments will be given to visitors with their meal, or on request, rather than left in open areas
- Payments will need to be 'contactless' (where possible)
- All members of catering staff will be wearing appropriate PPE
- Visitors will be welcome to bring their own food and drink to the venue

TOILETS

- We will be deploying enhanced cleaning measures and disinfecting high-frequency touch points such as flush handles
- Sanitising sprays will be available so that visitors can take their own extra precautions too, if they wish
- Signage and floor markers will be in place to enable social distancing in queues

HYGIENE AND CLEANING

- Enhanced cleaning measures will be in force to disinfect high-frequency touch points, such as service counters and door handles
- Hand sanitiser dispensers will be available around each venue for visitors to use
- All visitors are asked to uphold the highest possible hygiene standards – to be supported by signage around each venue
- MSV employees will be following additional procedures to keep our visitors safe and stay safe themselves