



CORONAVIRUS (COVID-19)

UPDATE FOR ALL VISITORS

UPDATED: 17/03/2020

We want to assure you, our wonderful customers, that we are doing the utmost to keep you and your loved ones safe. If you have visited us, you will know that we are fastidious about cleanliness and have full cleaning and sanitising rotas and checks in place. As a food business, Grub Kitchen already follows safe practices.

However, in light of COVID-19 we, and Grub Kitchen, have made some additional changes to keep our staff and customers safe. Staff have received additional training all staff that exhibit flu-like symptoms will self-isolate for 7 days if living alone or 14 days if living with others. The changes that we will make on public opening days are listed at the bottom of this document. Please keep an eye on our website and Facebook page for changes to our opening hours. As a research and visitor centre, we follow scientific advice when making our decisions. Our strategies are based on current Government advice, common sense and a desire to act responsibly while still remaining calm. We are updating our response as necessary.

We are a small business is trying to do our bit to make this world a better place. We make most of our income in the coming months and the money we make now sees us, and our animals, through the winter and subsidises our education, conservation and research programmes. Sadly, small, seasonal businesses like us are going to struggle to get through this period. We have the most wonderful, small team of staff whose livelihoods rely on us getting through this. Our animals rely on us getting through this. Our wildlife habitat relies on us getting through this. So, we are now doing our best to problem solve in order that we can keep our venture viable. We are starting by developing a range of online experiences so that we can entertain and educate you in your own homes. If you can, please do support us (and other small businesses) to find a way through this difficult time. A few ways that you can help us:

- Purchasing a season ticket or entry voucher for The Bug Farm
<https://www.thebugfarm.co.uk/visit-us/season-tickets/> - info@thebugfarm.co.uk or 07966 956357 – please leave a message if we can't answer
- Purchasing a meal voucher from Grub Kitchen – info@grubkitchen.co.uk or 07966 956357 – please leave a message if we can't answer
- Signing-up to our new YouTube Channel 'The Bug Farm' – URL and content coming soon
- Purchasing the following from our gift shop (when we are open) and our website:
www.thebugfarm.co.uk (e-commerce coming very soon)

- Fun, virtual experiences to take part in at home
- Virtual education packages for schools, colleges or universities (please ask yours to purchase our packages)
- Virtual presentations and lectures from Dr Sarah Beynon
- Sponsorship of our animals and wildlife habitat (e.g. planting wildflower meadows)
- Food, gifts, books, art and educational materials
- Purchasing Bug Farm Foods staple food items and gifts from www.bugfarmfoods.com
- Liking and sharing our social media posts from @thebugfarm (@thebugfarmUK on Twitter), @grub_kitchen and @bugfarmfoods

We will share up-to-date information about our opening hours on our website and Facebook page. We have decided not to open to the public until at least the Easter holidays (28/03/2020). We hope to maintain our regular opening hours for the Easter Holiday period and beyond.

We are lucky that we have acres of outdoor spaces - wildflower meadows, walks, trails and a Walled Garden - that you can explore whilst maintaining social distancing. We are busy adding extra outdoor exhibits to give you even more to look at and do. You can also learn more about insect pollinators with the St Davids Pollinator Trail – a free activity for all the family that keeps you away from crowded areas and gets you out and about. Download the spotter guide from <https://www.thebugfarm.co.uk/pollinator-trail/> or pick one up from our Ticket Office (when we are open). Please return a scanned/photographed copy of your completed trail via email and we can add this into the prize draw. We will avoid hard copies for now.

Additional procedures in place for when we are open during the Covid-19 period:

- Displaying updated visitor information posters throughout the site and online
- Asking visitors to sanitise hands on arrival and using signage to encourage visitors to wash their hands regularly. Visitors will also be asked to wash their hands before and after any learning session
- Replacing our re-usable tokens with single-use tickets
- Additional sanitising of all contact points
- Going cashless where possible and asking customers to pay with contactless cards/devices. Staff will sanitise their hands after cash transactions and sanitise the card machine after any chip and pin transactions
- Removing mobile learning and play equipment
- Replacing our Tropical Bug Zoo guides with information on the wall next to each tank

- Altering Up-Close Meet the Bugs and Invertebrate Encounter sessions to remove all animal handling by visitors and limiting numbers of people attending the sessions (these sessions will otherwise continue as normal)
- Increasing the number and variety of outdoor trails and exhibits
- Removing cutlery holders, condiments, menus, water stations and books in Grub Kitchen
- Replacing sharing 'taster' plates in Grub Kitchen with individual tasting options
- Removing tables in Grub Kitchen to increase distance between customers
- Increasing the number of takeaway options in Grub Kitchen (in plant-based packaging) and simplifying the menu
- Having a maximum number of people onsite on rainy days
- Having a maximum number of people in all inside areas
- Reserving the right to respectfully ask any customers with flu-like symptoms to leave the premises