

# WHAT WE ARE DOING TO KEEP EVERYONE SAFE

## VISITOR INFORMATION

In line with UK Government guidance, MSV reopened its circuits to 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 have introduced have the safety of visitors, and that of our staff, as our top priority.

The key points to note are as follows:

- Ticket sales will be limited for all events to ensure visitors can easily socially distance
- Other social distancing measures will be in place, with clear signage instructions
- There will be no public access to working areas e.g. paddocks, pit lanes and garages
- Enhanced cleaning will be implemented and hand sanitiser dispensers will be available to use around each venue
- Protective screens and PPE will be in use in high interaction areas to protect visitors and staff

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
- Be mindful of the requirements of any local lockdown that may restrict your ability to travel or stay overnight outside of your home, and contact us if you believe this restriction may apply to you

### 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 to buildings
- 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 restrict visitor numbers to ensure attendees can easily socially distance
- Where grandstands are open, seating plans will be reconfigured to allow for social distancing, with alternate rows closed and a minimum two-seat gap between groups
- 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
- As a result of the recent change in the law, you will be expected to wear a face covering when you enter any shops at our venues, or when you purchase takeaway food and drink from one of our enclosed restaurants

### **TOILETS**

- We will be deploying enhanced cleaning measures and disinfecting high-frequency touch points such as doors, taps and 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
- There will be more frequent cleaning of toilet and shower facilities on organised campsites at major race meetings. Overnight stays by spectators are not permitted at club-level meetings
- 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