

HAWKWOOD

centre for future thinking

What to expect from a COVID-19 safe operation at Hawkwood

We are doing everything we can to make Hawkwood as safe an environment to be in as possible for all, we would be grateful if you could help us and your fellow guests by following our new operational procedures as laid out in this document. Some protocols derive from government legislation or advice alongside others in order to give guests confidence that you are visiting a safe and secure environment.

For those of you who have been to Hawkwood before we will, inevitably look and feel a little different in our new procedures and we request you respect these new systems as we feel our way along this new path operationally. For those new to Hawkwood, as well as those that know us, we feel confident that you will still have a wonderful time here in the special environment we try hard to maintain.

Please note our new protocols:

Prior to arrival

- A few days before the course, you will be emailed the link to an **online form** to self-declare that you do not feel ill 48hrs prior to arrival and asked to sign a waiver in advance of your arrival.

Please ensure that the email address info@hawkwoodcollege.co.uk is saved to your contacts – check your Junk Mail folder if you do not see this email in your Inbox.

- We request that you be respectful of the Hawkwood staff's wellbeing as well as that of your co-participants and bear in mind that some people you encounter may be anxious about COVID-19 while at Hawkwood. We request that you bring your own mask to wear in public areas and, if you wish, gloves as well.
- We are providing hand sanitiser in all areas for your use but you may also wish to bring your own for personal use.

Upon arrival

- Upon arrival, please go to the office marked Reception. Please wear your mask upon entering the property. You will be greeted by a member of staff; there will be no need to sign in as we will already have all your details, your self-certification and waiver form. We will use your details per government guidelines for the NHS Test and Trace reporting protocols. If there is a queue ahead of you, please maintain social distancing of at least 2 meters.

During the day

- Each course will be allocated its own toilet/s; participants are requested not use any other than those allocated to their group. Toilets will be cleaned and sanitised throughout the day according to the printed schedules. The exception to this is the compost loo by the Outdoor Classroom which is cleaned prior to each outdoor course; participants are then requested to sanitise with the cleaning substance provided after each use. Hand sanitiser will be placed in all toilets.

Tel. 01453 759034

www.hawkwoodcollege.co.uk

Hawkwood College, Painswick Old Road, Stroud. GL6 7QW

Registered Charity: no. 311767

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- Please bring your own water bottle for personal use during the day.
- We have small/narrow corridors. Please wear a mask in indoor public areas and try to maintain adequate social distancing (at least 1 meter but preferably 2 meters) when going to the dining room or from your group room to another room in the house.

Break times

- Your group will be allocated your own separate area for your breaks and lunch; please keep to this area so we can ensure social distancing when we have more than one group in.

Dining room

- Social distancing - please ensure you maintain social distancing within the dining room, seating will be set out in advance at distances adequate to maintain the required distancing; whenever possible, please use the same 'self-allocated seat' for each break during your day.
- Please use the hand sanitiser provided on entering the dining room and again on leaving.
- Collecting your meal – catering staff will no longer service the room whilst you are in there. Guests are requested to wait in-line upon entering the dining room using the floor markers, queuing up directly at the service hatch where you will collect your own plated meal. You can discuss your own pre-advised dietary/allergen information with the staff member serving you.

We are aware this is all rather odd and are sure that as time goes on we will work out a more effective solution – we thank you in advance for your support and patience.

Feedback

Following your day with us, we'd be so happy to receive your thoughts and any suggestions you may have with respects to how we are doing things operationally; perhaps you've been somewhere else and seen things done differently, possibly with more ease and grace! We'd love to hear anything you have to share with us as it will help us evolve; we really want to maintain a safe and pleasant place for everyone to enjoy whilst visiting Hawkwood.

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