

# Kids Kingdom Covid Safe Visitor Guide

We are so happy to welcome you back.

However please **DO NOT VISIT** if you have symptoms of coronavirus including.

A high temperature, persistent new cough, and/or a loss of, or change to, your sense of smell or taste.

We have restricted our visitor numbers as per the Government & HSE guidelines to provide more space for you to enjoy a safer socially distanced visit. This is less than half our normal capacity.

Before you visit, you'll need to make sure you've pre-booked the date and session time of your arrival. This can be done via our web page [www.kidskingdom-southend.co.uk](http://www.kidskingdom-southend.co.uk) or call 01702 462747 for assistance.

Our Session times are as follows.

10-12

1-3

4-6

Pre-booking means we can control visitor numbers and avoid disappointment if we are up to our reduced capacity. Use track and trace and have a safe, friendly environment for you and our staff.

# On arrival

**Please practice good social distancing etiquette whilst waiting to enter the building. To ensure customers are safely spaced inside the venue we may hold customers in queues for slightly longer than usual.**

**Masks always need to be worn by Adults during the visit except when you are at your table for Food & Drink.**

**Please sanitise your hands upon arrival & Scan the NHS QR code.**

# Once in The Centre

**Sanitising stations are located around the centre for you to use. Please familiarise yourself and your children with our one-way system throughout the centre along with Sanitising your hands before entering the play structure.**

# Seating arrangements

**We have organised our tables so that social distancing from other visitors can be maintained. When you are not eating and drinking a mask must be worn as per government guidelines.**

**Please do not re arrange our tables and chairs.**

# Food and Drink

**All Food Drinks & Snacks orders are via table service only.**

**Each table has a sign for you to hold up in the direction of our Café to alert a member of staff you are ready to order. Payments are then taken and your order will be delivered to your table.**

**All Condiments and sauces are single sachets and cutlery will be given to you at point of ordering. Please assist us by taking your empty Plates, Cups, and cutlery to the cleaning trolley for our staff to wash. And clear all your rubbish into the bins provided.**

# Toilet visits

**We have hand sanitising stations placed on site so you are never too far away from somewhere you can sanitise your hands. Please exercise social distancing in our Toilets and wait outside for a cubicle or sink to become available.**

# Play Area

**We have a signed One-way system to guide you and your children around the play area in the safest way. Please also observe the signed restrictions on capacities in certain areas.**

# What Else are we doing to keep everyone safe and how you can help?

To ensure Our team remain safe and can deliver a safe and enjoyable visit Please be patient and understanding. Verbal and physical abuse towards staff and fellow customers will not be tolerated and you will be asked to leave the site. Our centre has undergone many changes and been equipped with the correct ppe equipment for staff along with Screens at order points to protect you as well as themselves.

You will notice we have removed the Balls from Jelly Mountain and U'5s Ball Juggler area, along with the removal of sensory props and role play items, we will re install these fun and popular items as soon as it is safe to do so.

Along with thorough pre and post opening checks we use a fogging process in the centre daily with a "Sterizar" Product, which stays active against bacteria, fungus, and infections on surfaces for 30 days.

Our "Sterizar" hand sanitizer also stays on your dry skin for up to 6 hours giving you protection during your stay.

We are also carrying out thorough cleaning/sanitisation of all Tables, Chairs, and high touch point areas every 2 hours in between booked sessions when we are closed.

Party Bookings are not being taken at present for 2020 but please speak with a member of our team for availability in 2021.

For us to open within the strict guidelines our prices have increased due to the increased costs and severely reduced capacities.

We hope you enjoy your visit and hope to see you again soon. If there is anything you feel we can do to improve your stay, please let us know during your visit.  
Thank You From The KK Team.