

COVID -19 MEASURES

To ensure the safety and health of all of our customers and staff, Nu-World has introduced a range of measures to help stop the spread of COVID-19.

Precautions in Place:

We have full covid risk assessments, Track and Trace and control measures in place

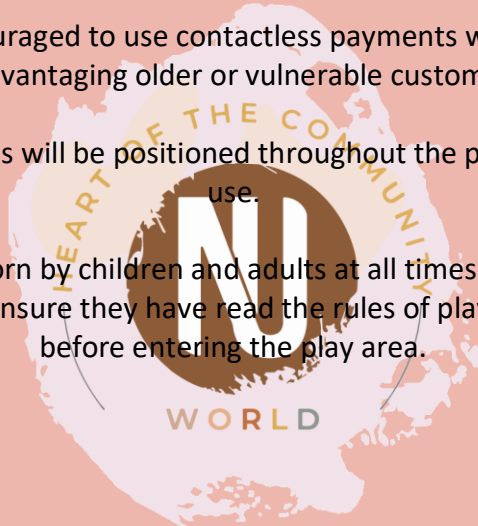
Temperature checks will be conducted on all guests (adults and children) and staff on arrival, using a non-touch thermometer. Anyone with a temperature of 38 degrees or above will apologetically be asked to return at another time.

We ask that anyone showing symptoms such as fever, cough, sore throat, or shortness of breath, saves their visit for another day when they are feeling better.

Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.

Hand sanitising gel stations will be positioned throughout the premises for customers to use.

Socks must be worn by children and adults at all times in the play area. Parents/Guardians must ensure they have read the rules of play and information boards before entering the play area.



Social Distancing:

We will be placing signage and floor markings around the Play area, as well as adding extra space between tables in our café to facilitate compliance with current physical distancing advice.

All soft play users should only use the facility during their designated time slot and should vacate when the end time is called. All equipment will be sanitised in between slots.

Sanitising and Disinfecting:

Only company approved cleaning chemicals shall be available for use at our café. These include detergents and sanitisers which are effective against enveloped viruses such as COVID-19.

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'Touch surfaces' will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis of no less than every 30 mins.

Customer dining areas will be cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.

Where customer bathrooms are open for use, they will be checked to ensure hand washing and hygiene provisions are in-place every 2-hours. Toilets will be taken out of use for customers whilst cleaning and checks take place.

All work surfaces and touch points will be sanitised at the start of the day prior to any activities taking place. All surfaces and touch points will also be cleaned and sanitised as a last task at the end of the working day.

Hands are required to be sanitised before and after using equipment in the play area.

Our team will be encouraged to remind guests of the need to use these gels

All tables will be completely cleared before customers are seated.



We want to make sure you feel at ease during your visit to Nu-World, with this in mind all our team members will be wearing visors throughout the duration of their working shift.

Our teams will be trained and regularly reminded of the need to avoid touching eyes, nose, and mouth. Hand washing regimes will be in place using soap and hot water for at least 20 seconds.

Health screening questionnaires will be completed daily on arrival at work. Where employees indicate they are at risk of infection they will be excluded from work and asked to remain away from the workplace for 14 days.

Touch points such as door handles, tills, card machines, keyboards, touch screens, telephones and handrails will be cleaned and sanitised every 30 minutes.

Adults and children over 11 years old are required to wear a face covering.

We thank you for your patience and understanding as we seek to do our best to keep all of our customers safe.