

FAQS & CORONAVIRUS ADVICE

It's wonderful that restrictions have been relaxed by the government and our House of Horror can go ahead. we want to help you and everyone else stay safe and feel comfortable so please follow our guidelines relating to Covid -19.

- The best thing to do is get vaccinated before you come to Whatton House of Horror. Everyone over the age of 18 can now get two doses of the vaccine. •
Even if you've had your two jabs please take a lateral flow test within 48 hrs of arriving. These can be [ordered free online](#)
- If you test positive in the days before the festival please stay at home. If you can't attend as a result, you will be able to roll your ticket over till next year. •
Wash or sanitise your hands regularly while you're with us. The site has running water and soap in all the toilets. And sanitising stations will be dotted around the site.
- We will be opening doors and windows inside where we can so that there is extra ventilation. The marquee sides will be removed.
- Please wear a face covering when you can while you're walking around inside. We want you to be able to enjoy your drinks as usual but please wear a mask when you can.
- If you demonstrate any symptoms of Covid-19 while you're at the event please go home.

Visitors are encouraged to check into the NHS Test and Trace facility at the event, although you will not be required to do so.

Please respect the wishes of others who want to socially distance and wear a mask. Respect personal space and don't get into debates with people over their choices

What do I need to do to visit?

- All visitors must pre-book their space online prior to visiting,
- All tickets are date specific and valid for one day only, so please book and plan accordingly
- All tickets are 'E-Tickets' please show them on your phone when you arrive for a touchless experience
- Card/contactless payments are encouraged where possible

The following extra COVID 19 Hygiene Procedures have been brought in to help keep both guests and staff members safe:

- Visitor numbers monitored each evening, via the online booking of all tickets ongoing
- Extra hygiene and cleaning measures throughout the site
- Our teams will wear personal protective equipment where necessary

- High touch contact points sanitised more frequently, or where this is not possible remove them from use
- Full training and reassurance for all actors
- Socially distanced queue lines
- Protective screening, or distancing in place at till points
- Extra hand sanitiser stations available prior to entry, and other key points

How does your trail operate?

- Maintain social distancing when in queue lines.
- Sanitise your hands when asked to do so
- Wait with your group within the indicated areas.
- Please arrive promptly for your park entry time slot. You will not be permitted to join the queue line earlier than your allocated time. If you arrive early please wait until it is your allocated time slot.

Toilet facilities

Increased cleaning regimes are in place. Guests will be asked not to enter whilst cleaning takes place. Please ensure you use toilet facilities as promptly as possible and leave them in a clean manner as you'd expect to find them yourselves. Do not allow children to use facilities on their own.

Do you have sanitiser stations?

We have a number of hand sanitiser stations located around the site, and would also recommend you bring your own so you can use whilst walking around. Although sanitiser is handy, it does not replace a good hand washing hygiene regime. Please follow the advice of the UK Government, NHS and PHE by washing hands for a minimum of 20 secs before eating, drinking and after visiting toilet facilities.

How long can I stay at the event?

Within our opening times but you have no restriction on the length of time you can stay with us and we encourage you to stay a while for some food, drink and retelling of your experience to your friends! The event will close to all visitors at 11:30pm

If any member of your group feels unwell during your visit please leave immediately, do not come in contact with any team members or guests. Please call us once safely in your car (whilst not driving) to tell us about your visit so we can log, track, trace and implement any additional hygiene requirements.

When should I not visit?

We respectfully ask that people take responsibility for their own health and the health of the community before visiting us. Please do not choose to visit us if you are experiencing symptoms of COVID-19 or have any underlying health conditions that

may put you or others at risk. If you are vulnerable in any way, it is your responsibility to make the right choice for yourself and others around you. Please follow the advice given by the UK Government, PHE and NHS. We can only operate when everyone works together.

You should not visit us if you have been in close contact with anyone with COVID symptoms or a positive test result 14 days prior to your date of visit.

If you have recently returned to the UK from abroad, you may be required to self isolate on your return. Please follow the government guidance [HERE](#) Please contact us if any of the above apply.

Catering

We will be having catering vans on-site every night we are open and a bar as well.

For the safety of our actors and other guests, we encourage you to enjoy the bar facilities after you have completed all attractions. Intoxicated guests will not be permitted entry and may be removed from the event.

Can I buy tickets on arrival?

No sorry, you must pre-book online. This ensures we have manageable and safe capacity limits; we recommend you book in advance as we anticipate demand will be high.

Closure Due To Coronavirus?

In the event that Whatton House of Horror - Purgatory is unable to operate due to coronavirus, tickets will automatically become open dated and transferred to the 2022 season. All tickets are non-refundable. By purchasing tickets to the event, you agree to these terms and conditions.

Terrain

You are advised that this event has been advertised as a walking trail. The ground underfoot is likely to be slippery and muddy and there will be a Halloween chill in the air. Stout footwear and warm clothing are a must. Flood lighting is provided but a torch may assist you to navigate any darker areas.

The venue accepts no responsibility for personal injury, loss or damage to valuables or personal belongings.