



The Royal Mint Experience

Covid-19 Visitor Guidelines

We can't wait to welcome you to The Royal Mint Experience

There's so much to discover, from kings and queens to blanks and banks, and we've been working hard behind the scenes to ensure your visit is as safe as possible.

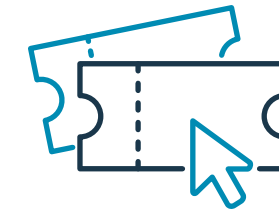
This means that there are some changes to the way the different areas at The Royal Mint Experience are working, which you can find out more about in this guide.

You'll also see clear signage from the moment you arrive, and our visitor hosts are here to help if you're unsure of anything during your visit.

Together we can ensure a safe and happy time for all our visitors and staff.



Planning your visit



Book your ticket online

To open safely, we're limiting visitor numbers and so you'll need to book your visit in advance online or by emailing experience@royalmint.com



Check for updates

You'll find the latest details on our opening hours and the protective measures we have in place at The Royal Mint Experience on our website: royalmint.com/the-royal-mint-experience.



Stay home if you feel unwell

If you start to experience any of the symptoms associated with COVID-19, please stay home and contact us to reschedule your visit at no extra cost.



While The Royal Mint Experience has been closed to the public we've been busy making 5,000 protective visors every day for the NHS.

What to expect when you arrive



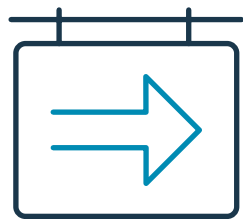
Follow parking instructions

The first thing to look for when you arrive is information about car parking arrangements, which includes a system to maintain distancing between parked vehicles.



Temperature checks

Dependent on government advice at the time, our staff may be required to check your temperature before entering The Royal Mint Experience. If you do show signs of a fever, you and your party will be asked to reschedule your visit.



Look for information signage

To help you enjoy your visit safely, there are signs located throughout The Royal Mint Experience with details of key safety messages and instructions.



Reduced visitor numbers

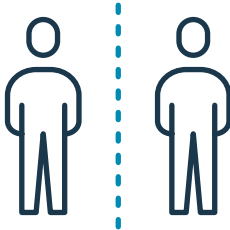
Please remember, we've limited the number of visitors each day, so booking your ticket in advance is essential.

What to expect during your visit



Wearing face masks inside

If recommended or required by the local health authority at the time of your visit, we may ask you to wear a face mask inside The Royal Mint Experience. Please bring a mask with you if you have one already, otherwise they will be available to purchase from the gift shop.



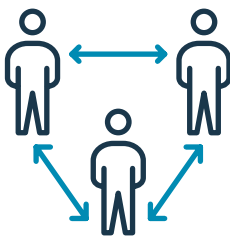
Maintain social distancing

In addition to the reconfiguration of key areas such as the car park and café, you'll find clear markers and signage throughout to help you maintain the recommended social distance.



Follow the one-way system

There is a one-way system in place throughout The Royal Mint Experience to keep you and other visitors safely spaced out.



Some changes to our tour

We have adapted some aspects of our tour and facilities to ensure that social distancing is suitably maintained.



Two metres is roughly the same distance as 87 £1 coins lined up end to end!

Additional safety measures



Hand sanitiser stations

There are a number of hand sanitiser dispensers throughout The Royal Mint Experience, which you're encouraged to use often.



Enhanced cleaning

A comprehensive cleaning programme is in place which ensures the frequent disinfecting of common touch points throughout the day, such as tables and chairs, service counters, taps and door handles.



Employee protection

Hygiene screens are installed at many of our service counters and staff are provided with Personal Protective Equipment (PPE) in line with the activities associated with their role.



Adapted café options

Details of our café offering will be confirmed in due course.

Thank you for your support

The wellbeing of our visitors and staff is our top priority. These measures have been put in place to ensure everyone's confidence in a safe visit, while still enjoying all that The Royal Mint Experience has to offer.

We'll continue to monitor advice from the Welsh Government and revisit these guidelines as the situation develops.

Visit royalmint.com/experience for the latest information.





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