

In order to keep you and your little ones safe – as well as our staff and volunteers – we have a number of procedures in place which we would very much appreciate your help with.

We currently have space for 15 adults in each session. Please book in advance through the Memo Arts Centre website or by calling the Box Office. Unfortunately, we are unable to allow walk-up attendees, as we require information for COVID Track and Trace and to be able to contact attendees in advance of sessions if needed. We would ask that you be mindful of our limited permitted numbers at present, and only attend with more than one adult to a party if absolutely necessary. The number of children who can attend with each adult is not limited, but a space will need to be booked for each child in advance.

Access to the room in which the group session will take place is via the Box Office entrance off the car park. There is a small flight of steps between the door and the room, and there is a lift available. Toilet facilities are available, and a nappy-changing station will be provided and will be regularly sanitised by staff.

Memo Starlings is a breast-feeding friendly space. For anyone who would prefer a more private area, a room to the side of the main Starlings space can be used which has comfortable seating.

We will take the temperature of each person (adult and child) upon entering the building, and you will also be asked to sanitise your hands.

Adults must maintain the 6-foot social distance wherever possible during the session and throughout the building.

Adults will be required to wear a face covering upon entering the building until the point of being seated in the Starlings room. Each adult/family group will be shown to a 'Nest' by our staff and volunteers. This is a small area of foam floor mats, and it will be your base for the session. When you are seated here (chairs are available) members of your group may remove their face coverings. If you need to move around the room, we ask that you wear your face covering again until you are re-seated.

Staff and volunteers will wear face visors during the session to comply with COVID regulations and also to allow children to see our faces!

Hot and cold drinks will be available for adults – your order will be taken by our staff and your drink made for you. Hot drinks will be served to adults in cups with lids. We ask that you please be careful where you place your drink. If you have specific dietary requirements do let us know.

Children are welcome to have a snack (grown-ups, too!) but please remain seated in your nest while you do so. Please also be mindful of the fact that other attendees may have allergies which could be impacted upon by foods being moved around the room.

Children may access the toys and resources freely and items can be brought back to your nest to play as well. If there are resources which are likely to require that adults support their little ones, staff will explain how these areas should be used.

We choose our play resources and toys carefully, but please be aware that some items may not be suitable for babies and very small children. Staff will make you aware of items which may require close supervision.

All our toys and equipment are washed and sanitised after each session.

Please feel free to chat to staff and volunteers at any time if you have any questions, or email boxoffice@memoartscentre.co.uk