

LANGFORD NURSERIES AND GARDEN CENTRE

With effect from **MONDAY 18th MAY** the garden centre will be open as follows:- 7 days a week between **10am and 4pm** with the last entry at **3.30pm**.

The Coffee Shop will be closed for the foreseeable future.

SOCIAL DISTANCING – In order to protect our staff, customers and, in accordance with Government guidelines, we insist that customer keep 2 metres apart from each other. We are operating a one way system on certain areas of the garden centre and these will be clearly signposted. In other areas, like the tree and shrub area, we ask people to use their common sense and to respect each others right to shop without cause for concern and pass only when safe to do so. In our ‘Glass/Wooden house’ and ‘Poly Tunnel’ it will be one way flow only. Hand sanitisers and cleaning stations will be available at the ‘entrance’, at strategic points and at the till area.

STAFF – In order to safeguard staff, still on furlough, we are operating with less personnel than normal. We are unable to assist customers with their purchases, we are unable to advise on plant choices or help carry compost to cars etc.

We can give limited advice at the till but that is all. Anyone who threatens or abuses our staff either verbally or physically will be prosecuted without exception.

CUSTOMERS – We request that only **ONE** member of a household visit the garden centre at one time although we respect that this is not always possible but no more than two please. **No groups OR children under the age of 16 are allowed. No Dogs allowed unless Assistance Dogs.**

We will constantly monitor the situation but it is expected that we will limit customers to 30 at a time.

GIFTWARE – The gift shop will be closed to all customers until such time as we feel the number of customers visiting has lessened. When we feel it is safe to reintroduce staff on furlough we will reconsider opening it up again. Greeting cards can still be purchased from their stands in the main body of the shop.

SUNDRIES - Garden sundries like tools, fertilizers, chemicals and grass seed can be purchased as normal but the areas will be controlled by a one way flow system. Any 'off the roll' items that require cutting can be requested and a member of staff will get that but you must stand away observing the 2 metre rule.

TOILETS – Our toilets will **not** be available for customer use.

TILLS – Please wait until you are called forward to the till and do not assist the cashier by handing up plants etc. unless asked to do so.

We request that you pay by card and preferably contactless when the amount is £45.00 or less. We will accept HTA National Gift Vouchers (not gift cards), Langford Loyalty Vouchers and Langford Vouchers and cash if absolutely necessary. Please try to make your purchases as quickly as possible in order to allow other customers to enter the selling area.

Whilst some of these measures may seem harsh we are trying to operate safely in unprecedented times. We ask for your patience, understanding and tolerance.

Many thanks.

The Management of Langford Nurseries and Garden Centre