



# SANTA'S HOUSE EXPRESS *ReImagine* 2020



## Reimagining Your Experience For 2020

### Please read through our important changes below:

The beautiful Palmerstown House Estate has plenty of space - we will spread out with more facilities and supporting staff to ensure your family visit is both safe and fun.

#### **FAMILY BUBBLES**

Each family unit will travel as one, together but somewhat separated from others. You will enjoy the company of other families but at a safe distance.

#### **NEW FORMAT FOR MANOR VISIT**

Our beautiful Manor is truly special and full of character. It is also quite old and some upper rooms and corridors are quite small and do not allow for social distancing. This year Santa, Mrs Claus and the whole management team have decided to welcome & entertain guests in the great hall and Santa's stunning living rooms. Each family will be invited in from the train to take their place and enjoy our show & the company of other guests while given the space to support their family bubble.

#### **LIMITED CAPACITY**

For the moment, acknowledging the uncertainty of the evolving situation, we will be limiting the number of tickets available for each visit to have further control over the flow of people throughout the experience and to allow for social distancing.

#### **CONTACTLESS TICKET CHECKING**

We have developed a contactless system. There is no longer a need to check in at reception on arrival. Santa's helpers will be on hand at our Welcome Zone outside the clubhouse for directions. Present the barcode on your ticket (on your phone or printed) for scanning on entry to the train, to receive any pre-booked professional photos on Santa's Sleigh, to receive the children's gifts at Santa's Toy Store and to gain entry to the funfair. This allows for a contactless experience. Our staff will be well positioned to assist you as needed.

#### **MORE SPACE ON TRAINS**

This year we will use 2 trains to take guests to Santa's manor. This will give extra space to ensure that each family has their own area on the train. Each row of seats will be separated by Perspex screens to support the family bubble. Only family units will share a seating area (or areas if numbers require it).

#### **HOW WE CAN VISIT SANTA SAFELY THIS YEAR**

Santa and his helpers will greet a small number of families together in his lavish living room. Each family bubble will have their own space to enjoy the show and atmosphere of an audience with Santa and his hilarious helpers, while keeping a social distance from other family bubbles. This year please understand we must change our set-up as the upstairs of the manor is not suitable for social distancing therefore private meets with Santa will not be possible. We do however have a fantastic Santa show planned for you.

#### **FOOD & DINING**

Our Woodland Cafe and Carvery Restaurant will enjoy more space to accommodate all guests safely. When required a second dining area will open to guests and provide ample seating so each family bubble will have their own table area. All requirements of restaurants for hygiene & distancing between our families dining will be provided. Your booking reminder email will contain details of how to book into the restaurant before your visit.

#### **FUNFAIR**

The very popular Funfair area will welcome all our young guests. We have chosen fun rides best suited this year's special requirements. There will be no enclosed units like the mirror maze, but more attractions that allow space between guests. A vigorous cleaning system will be implemented and we will require hand hygiene before any access is granted to these areas. The funfair rides will have more room between them, so parents can stay close to their family without encroaching on others.

#### **GIFTS**

Our young guests will be able to visit Santa's Toy Store beside the funfair area to choose a gift to take home. The Elves will be ready with a great choice of gifts.

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Our management team will continue to monitor the evolving situation regarding Covid-19. We have assessed all aspects of our experience and have taken all steps necessary to comply with Government directives and protocols. Social distancing, site hygiene & the appointment of dedicated Covid-19 safety personnel will ensure the safest of environments for all guests.

Beyond compliance, we want our experience to be magical, fun and provide confidence to all family members in these uncertain times.