

**FAQS during Covid-19**

**Visiting our Regional Gardens and Staying Safe**

The health and safety of our visitors and staff remains a top priority. With this in mind, we are implementing new measures to help protect you. Read on for details of the actions we are taking to help keep you safe while you reconnect with the wonderful world of plants.

**What health and safety measures will be in place to protect visitors?**

* You will receive a warm welcome at a distance.
* There will be hand sanitiser units at the entrances to the Gardens.
* There will be protection screens at all receptions.
* Contactless payments are preferred.
* PPE will be available for our staff.
* There will be helpful, directional signage within the Gardens.
* Toilets will be open but please observe maximum limits. There will be additional temporary facilities at Dawyck.
* Please observe two metre physical distancing in line with Scottish Government guidelines.

**How will physical distancing be managed?**

There will be physical distancing guidelines at the entry points and prominent signage within the Gardens to serve as a reminder that visitors must observe a two-metre distance from others.

Within the Gardens, there are one-way systems in operation on some paths with directional signage on display to guide you. Signage also indicates areas that may be temporarily closed.

**Will there be queues?**

We will aim to keep queueing to a minimum. However, on busy days, it might be necessary to operate a queueing system outside the entrance(s). You are asked to queue at a safe distance of two metres apart.

**Toilets and other facilities**

**What buildings are open for visitors?**

The visitor centres and cafes will be open at Dawyck, Benmore and Logan where visitors can pay for their admission to the Gardens as well as purchases from the shop or café.

**Toilets**

The toilets will be open including toilet facilities for those with disabilities. There will be temporary, mobile units at Dawyck available at the entrance to the Garden. The accessible toilet is open as usual at Dawyck for those that require to use it.

New hygiene measures will be in place, with more frequent cleaning and reduced capacity for using toilets. So, please do bear in mind that you may need to queue. Baby changing facilities are available.

**Will guided tours be available?**

There will be no guided tours at this stage.

**Will there be storage facilities for visitors?**

Unfortunately, there will be no storage facilities for visitors during this time.

**Food and Drink**

**Are refreshments available on site?**

Logan’s Potting Shed Bistro and the cafes at Benmore and Dawyck will be open, offering a range of refreshments to take away including picnics to take into the Gardens.

The opening hours of our cafes have changed slightly and will be as follows:

Benmore Botanic Garden: open daily from 10:00hrs to 16:00hrs

Dawyck café: open from Thursday to Sunday from 10:00hrs to 15:00hrs

Logan Potting Shed Bistro: open every day from 11:00hrs to 16:00hrs

The Gardens will not be able to provide water refill stations during this time, but visitors are welcome to bring their own food and drink, including picnics, onto the site. Barbecues and alcohol will not be permitted.

**Accessibility**

**Can I hire a wheelchair or mobility scooter?**

A limited number of wheelchairs are available to use at our Gardens. Please book in advance by contacting the relevant Garden, below:

Benmore: call 01369 706261

Dawyck: call 01721 760254

Logan: call 01776 860231

Unfortunately, mobility scooters not available. This is for health and safety reasons – we are unable to demonstrate safe usage at an appropriate distance. However, visitors are welcome to bring their own mobility scooters.

**First aid**

If any of our visitors sustain minor injuries during their visit, our staff will assist at a safe distance of two metres away. They will be wearing PPE. Whilst our staff will not be able to treat minor injuries directly, they can offer first aid supplies so that visitors can treat themselves. In an emergency, staff will follow normal emergency procedures and call 999.

**Extreme weather**

Please note that to ensure the safety of our visitors, the Garden can close at short notice during extreme weather. Always check our website rbge.org.uk before you visit.

**What you can do to help us**

Please follow these additional guidelines below:

* Stay local. We know that people want to make the most of the beautiful country that we live in, but at this stage visitors should remain within their local area. If you can, reach us by foot or bike and limit the distance you travel as much as possible.
* If you have Covid-19 symptoms, or fall into one of the vulnerable groups, please stay at home and do not visit the Garden. If you or anyone in your household has symptoms of coronavirus you must continue to self-isolate.
* Plan ahead and check information on our website before you visit.
* When you are outside for leisure, exercise or work it is still important to practice physical distancing. We ask that all visitors help us by observing physical distancing guidelines. Please maintain a two metre physical distance from other staff and visitors.
* Wash your hands for 20 seconds after using the facilities and use the hand sanitiser dispensers at every opportunity.
* Please do not expect all facilities to be open immediately. Like many places, we have a phased approach to re-opening while we work to make them safe.
* If you go somewhere and it looks busy, it is probably too busy and you'd be best to go somewhere else. It is crucial that we all maintain physical distancing to limit the spread of coronavirus.
* As a charity, we need your support more than ever. When you visit, please give a donation on your arrival or exit. Your much-needed contribution will help us to explore, conserve and to protect the world of plants.

### If you require any further information or have an enquiry about your visit, please contact us at [visitorwelcome@rbge.org.uk](mailto:visitorwelcome@rbge.org.uk) or call 0131 248 2909. Also, follow the latest Scottish Government advice, which can be found here <https://www.gov.scot/coronavirus-covid-19/>