



It has always been our priority to look after our guest and staff's wellbeing with the utmost care, while offering an enjoyable and relaxed experience. In these unprecedented times there are precautionary measures that need to be taken both to protect and offer peace of mind.

Below you can view our guidance on the ways we are responding and how we will be ensuring a safe visit while you are in our care.

PRE-BOOKING:

- All visitors must pre-book tickets to the World Rugby Museum and stadium tours and arrive at least 15 minutes before your allocated slot
- Please bring and wear a face covering on arrival at Rugby Store and during your time inside the stadium and museum
- We politely request that anyone showing symptoms of Covid-19 refrain from visiting. Your visit will be rearranged free of charge
- A track and trace system will be in place with details required upon arrival. Data provided will be destroyed after 21 days unless opting in for marketing purposes

STADIUM TOURS:

- Please observe the signage and floor markings and follow the instruction of the tour guide maintaining a distance of 1+ metres from other visitors that are not from within your household
- Protective hygiene screens have been installed for your safety at the registration desk
- Our stadium tours will operate at a reduced capacity to assist in social distancing
- Our staff and tour guides will be wearing appropriate PPE for your safety

MUSEUM:

- A one-way system will be in operation inside the museum
- The museum will operate at a reduced capacity to assist in social distancing
- Our 'Play Rugby' gallery will not be accessible to visitors until further notice



CLEANING:

- We have introduced enhanced cleaning measures which seek to disinfect high-frequency touch points and toilets
- Stadium tours will include 'on-the-spot' cleaning to ensure that all areas are disinfected at all times
- A large number of hand sanitisers and hygiene stations will be available throughout the museum and stadium for guests to use