

What you can expect in our "Good To Go" Shop

When you arrive

- You will find a table outside by the front door with a box of disposable gloves and a pump hand gel for you to use before entering. There will also be a supply of baskets.
- You must either use gloves or clean your hands with the sanitiser on arrival and pick up a basket.
- You will be greeted by a member of our shop team who will check you have a basket and are using gloves (or hand sanitiser) and ask you to turn left and follow the one-way flow of the shop by following the signs and arrows.
- All our staff and volunteers will be wearing gloves, face masks and identity lanyards.

In the Shop

- We will only be allowing 4 customers in the shop at one time. Although we will be keeping the door propped open as much as we possibly can (to help with ventilation) we will close the door (or hang a rope across it) when we reach maximum capacity of 4 customers.
- Please avoid handling items as much as possible.

Shop Flow

- We have designed a one-way route around the shop to encourage customers to keep their distance. There will be signs at floor and eye level to direct you.
- When you first enter, the route takes you to your left and round the front room, avoiding the till area.
- The route then goes to the back room and loops around here and back to the till to pay and then exit.
- Our staff will be regulating this flow and encouraging customers to keep their distance.
- We regret our toilets will not be available under any circumstances. If necessary we will direct you to public toilets in town.

At the till

- We have installed a large perspex screen for everyone's protection.
- You may only pay by card. NO cash will be accepted. There will be no cash in the till and therefore we will not be able to accept cash.
- You are welcome to use contactless payment, the maximum amount is £45.
- We will not be offering a gift wrapping service, only bubble wrap where absolutely necessary and tissue paper at best.

When you leave

- Your basket will be wiped down and your gloves will be binned in the pedal bin provided at the front door.

What else we'll be doing

- We will wipe and clean the till area every 30 mins and spray staff gloves after every customer.
- Used baskets will be placed on the left end of the till and then cleaned down and returned to the front of shop.