

Coronavirus Visitor Charter

With special measures in place for the foreseeable future, we would ask everyone planning a visit to Worcestershire Archive and Archaeology Service to help us ensure everyone's safety by committing to our new visitor charter. This charter is modelled on that produced by The National Archives.

As a visitor to Worcestershire Archive and Archaeology Service at The Hive you agree to:

- Pre-book your visit at least a week in advance, and not travel to our building without having received confirmation of your booking
- Book a maximum of one visit in a week, to allow other researchers the opportunity to book
- Order your documents in advance, including a number of alternative documents in case any of your original choices are unavailable
- Delay your visit if you are experiencing any COVID-19 symptoms
- Follow the government guidance on travelling, especially if using public transport
- Observe the safety measures that we have put in place
- Practice social distancing while on site and in our building
- Wash your hands before and after visiting our searchroom, and regularly throughout your visit
- Be patient and polite with our staff while you visit
- Notify us in advance, where possible, if you are delayed or unable to visit
- Accept that our services on site are limited
- Acknowledge that we may ask non-compliant visitors to leave
- Accept that Worcestershire County Council has taken every reasonable step to make The Hive a COVID-19 secure building, and that we rely on the co-operation of visitors to follow the measures we have put in place to protect everyone's safety.

We will review these arrangements regularly to ensure that they continue to meet government guidance.

Please note that, in order to help contain clusters or outbreaks of coronavirus, Worcestershire Archive and Archaeology Service will keep a secure temporary record of your visit for 21 days, after which it will be destroyed. During this time your information may be shared with the NHS test and trace service if necessary.

Thank you for your continued support, we look forward to seeing you soon