

musicbox | studios ltd

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COVID-19 GUIDANCE FOR CUSTOMERS

Welcome back to Musicbox and thanks for booking in. On your visit we would kindly ask you to follow the guidelines below to help us do our best to keep you, other customers and our staff safe and healthy. Thanks in advance for your cooperation.

BOOKING AND PRE-SESSION:

- Please read this guidance thoroughly. The person booking must fill in the accompanying self-certification questionnaire on behalf of the band using the link in the email that accompanied this document to be granted access to the building.
- Do not fill in the questionnaire until at least 24 hours before your session start time. This allows us to get the most up to date information. Doing it too early allows too much time for circumstances to change.
- Only those named on the form are permitted to enter the building. Anyone not named or any additional unnamed visitors that subsequently arrive will be refused entry. As per government advice, we will keep the information secure for 21 days.
- Try and avoid public transport if at all possible when travelling to the premises. We accept that this is a personal choice but public transport increases risk.
- We recommend that people bring their own Personal Protective Equipment (PPE), but we will have masks and gloves available to purchase at a small cost to help us continue to provide it.
- If you experience any symptoms do not come to the premises and inform us immediately.
- If you experience any symptoms during a 21-day period after being at Musicbox, please do the right thing and inform us so that we can contact those that were in attendance at that time.

ON ARRIVAL:

- Use the ample parking spaces and be mindful of social distancing when going to and from your vehicles. Any bicycles should be chained up outside and not brought into the building.
- **Please do not unload your equipment into the entrance area until a member of staff confirms that your room is ready.** This will allow us to keep the entrance area clear and for other customers to leave before you enter. This will also allow time for the room to be cleaned before you go in.
- **Please pay for session on arrival where possible.** This will allow you to leave as soon as you finish, leaving ample space for other customers and help reduce overcrowding in the entrance area.
- **We are only accepting contactless card payments where possible.** Ideally, one person should pay for the session rather than multiple payments. You can reimburse each other for any appropriate share afterwards. This reduces contact with staff and reduces time spent in the reception area.
- **If you store equipment with us** and need access to it for your rehearsal, the cupboard will be unlocked for you by a member of staff in advance. Respect social distancing when accessing your cupboard. It will be locked by a member of staff after use.

THE REHEARSAL ROOMS:

- **PLEASE USE THE HAND SANITISER PROVIDED BEFORE ENTERING THE ROOMS.**
- Where possible, customers should bring their own microphones, but you will be given **a fresh, boxed set of clean microphones for your session** on arrival. It is important you tell us in advance how many mics you will need.
- **There will be a protective guard attached to each microphone stand to help limit the potential of spread from singers.**
- **The rooms and equipment will be cleaned/sanitised by staff between every session.**
- Any brass/woodwind instrument players must bring with them, use and take away with them a container, towel or cloth to capture the contents of their spit valves.
- Do not venture to any other rehearsal rooms or touch any equipment other than your own and the equipment provided to you by us.

- **Please leave the room promptly** to allow us the maximum time to clean the rooms ready for the next customers.

TOILETS:

- If you need to use the toilet then please **wash your hands** afterwards and **use the paper towels provided**. **The hand dryers will not be in use.**
- Please use the wipes provided to wipe the toilet seat if you have used it. **DO NOT PUT THE WIPE DOWN THE TOILET, USE THE BIN PROVIDED.**
- **Strict single occupant policy** to each toilet and respect social distancing in this area.

ON DEPARTURE:

- **Take your equipment from the room straight to your vehicle**, do not leave it in the corridor or entrance area.
- **Please leave promptly**. **Respect social distancing** in the communal areas and car park.
- **Take any rubbish with you or use the bins provided**. Do not leave any rubbish in the rooms.
- If you want to rebook, then only one person can approach the reception once it is clear to do so or simply call/email.

GENERAL GUIDANCE:

- **Please respect social distancing** between yourselves, staff and other customers at all times and follow the signage. **WEAR A MASK IN THE BUILDING AT ALL TIMES.**
- We won't be offering our tea and coffee making facility for the foreseeable future.
- **If you need to sneeze or cough, then do so into your sleeve or a tissue and bin it.**
- **We kindly ask for your patience as certain processes may take longer than normal.**
- **If you experience any symptoms whilst on the premises, then please inform a member of staff. You and your bandmates must leave immediately.**

We thank you for your understanding.