



CUSTOMER CODE OF CONDUCT.

Our aim is to produce a safe and enjoyable event for everyone, and we'll need your help to do this! With this in mind, we've got a few simple guidelines which we kindly ask that you follow when attending 5 on the Farm.

We appreciate your cooperation

You can help us by:

- Not bringing a bag where possible to the event. If you absolutely need a bag, please do not bring one larger than an A4 piece of paper
- Fill in all customer information truthfully when buying tickets and scan in using our NHS Test and Trace QR code
- Do not come to 5 on the Farm if you are experiencing symptoms of Covid-19
- Please do not come to 5 on the Farm if you or a household member are isolating or if you have been told to isolate by the NHS Test and Trace, the NHS Test and Trace App or you are waiting for the result of a Covid-19 test
- See our onsite first aiders if you start experiencing any symptoms during the event
- Being mindful of social distancing both inside the event, and outside in the car park or in queues
- Listening to the directions of the 5 on the Farm staff.
- Taking note of any signage which is in place and following any one-way systems which may be in place
- Please use your face masks in areas as indicated by signage. This includes whilst in the entrance queues and whilst using the toilet facilities.
- Familiarising yourself with the 5 on the Farm layout and the entry routes ahead of your arrival
- Checking to see if facilities such as toilets, bars or concessions are in use and plan your route when you need to visit them
- Being aware of the movements of others around you and recognise where you may need to step back to allow someone space
- Maintaining good hand hygiene. Use the sanitiser dispensers provided and always wash your hands after using the toilets
- Please remember to use a tissue or the crook of your elbow if you cough or sneeze and sanitise your hands afterwards
- Avoiding greeting friends with hugs, high fives, or close contact
- Please try and avoid singing and shouting, instead, please show your appreciation by clapping.
- Please do not move or rearrange any of the furniture or haybales
- Sharing this information with any other members of your Social Bubble who are attending the event with you

You can find more information on Covid-19 on the World Health Organisation website https://www.who.int/health-topics/coronavirus#tab=tab_1