

Have fun...

Keep it clean - everyone kick off your shoes and keep socks on

Do not come if any of your party have any Covid symptoms

Anyone over 11yrs must wear a mask unless at a table. Keep your social distance

Please remember that children must be accompanied by a supervising adult at all times, any fighting or bullying (adults or children!) will not be tolerated - play nicely please

We hope you will enjoy our delicious food & drink but please do not walk around with food, or take on the play frame. All food & drink must be purchased at the yard. You are welcome to bring your own food for babies.

We work hard to keep the yard clean and safe, please help us by washing hands and regularly using hand sanitizers located around the premises.

Take care in the car park.....its busy out there

Please do not take any toys, jewellery or sharp objects or food on the play frame

Please keep the baby area safe for our little yardies by not allowing your over 2s to play in this area

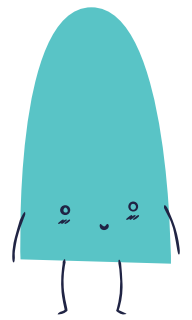
Please report any accidents, spillages etc to a member of staff immediately

If you need any help or assistance or you don't hesitate to ask and we always welcome feedback on how we can improve!





Welcome back...



We are so excited to welcome you all back to the yard, we have missed you! Things will be a little different here at the yard. We want you to have a safe and wonderful experience when visiting us, so we have introduced some new measures to increase our hygiene and safety working in line with Government guidelines.

Online booking system

We now have a new booking system which is quick and easy to use, you can do this on our website. www.theyardstamford.co.uk

The booking system helps us to keep the number of people in the building limited and allows time for cleaning between sessions. Please help us by arriving and leaving promptly. We will run a tab system and ask you to settle this 15mins before the end of your session.

Car Park

Our car park has always been tricky, if you manage to get a space, then we will ask that you wait in your car until your session starts, this will help reduce crowds when arriving. If you need help finding somewhere to park you can call us on 01780 480610 and we will be happy to advise.

Reduced Capacity

Our visitor capacity has been hugely reduced, this is to promote social distancing and to ensure your safety at all times

Temperature checks

All customers, children and staff will have their temperature checked on arrival. If a customer displays a raised temperature then neither the customer or accompanying members of that booking will be allowed entry. In this case we would issue a voucher of the same value in order to reschedule for another time.

Ordering Food & Drink

Please order drinks and food at the counter, wearing face coverings and keeping to social distancing recommendations when doing so.

Seating

We have reduced our seating to encourage social distancing and to abide by government guidelines. When you arrive for your session, your table will be clean and ready for you to use, please do not move from table to

table. If you need your table cleaning again just ask a member of staff

Hand Sanitizer

It is a condition of entry that everyone sanitizes their hands. We encourage you to use the hand sanitizers dotted around the yard, we have plenty available, please keep your hands nice and clean at all times and assist your children to do the same.

Cleaning

We will continue to ensure our cleaning standards are higher than usual, lots of cleaning on high touch areas throughout the session, and a thorough clean in-between all sessions will take place. There will be a bucket in the under 2 area to place any small toys which may have been handled by your little one, we regularly sanitize them ready for the next little person to play with. Smaller items such as our foam woggles are being rotated so new, sanitized toys are put out at the start of every session. We now have a fancy fogging machine which we will use at the end of each day. It creates an antibacterial fog that coats surfaces with a reactive barrier that lasts for several days and kills bacteria, spores and viruses. It is non-toxic, non-tainting, food-safe and classed as non-hazardous to the environment.

Face coverings

We ask that all customers over the age of 11yrs wear face masks when walking around the yard, apart from when seated at your table.

Shoes off-Socks on

For hygiene reasons we will be asking all customers to remove their shoes during your stay at the yard, keep socks on. If you require socks then they can be purchased at the counter or we can give you plastic shoe covers.

Play

We welcome you to play with your child and go on the play frame to

encourage social distancing with the children. We have put in place a one way system around the play area to guide you. Please respect others space, even if you feel comfortable, others may appreciate more space to feel safe.

Air ventilation

One of the governments requirements is for a good air flow within the premises, so to ensure adequate flow of fresh air we will open windows through out the building (so please layer up!)

Toilets/baby changing

Entrance to the loo area will remain open, please wait in this area for a cubicle to become free. Only one person in the baby changing area at one time. Always accompany children to the bathrooms and remember to wash hands

Leaving

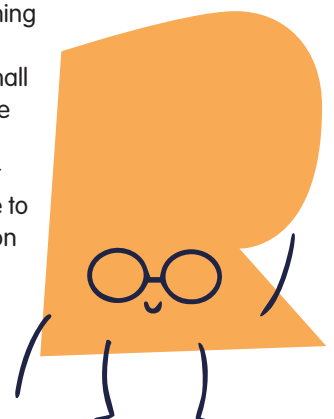
If you show any COVID-19 symptoms within 14 days of visiting the yard then please do email us at hello@theyardstamford.co.uk and contact 111 for further guidance and intervention.

We are always here to help if you require any further information or help, just ask to speak to our manager. Feedback is always appreciated, this is all new to us and we can only continue to improve our standards with your support.

We really want to promote a safe and happy vibe at the Yard, please help us do this by keeping to the guidelines.

Thank you for coming to see us, and supporting our small business. We hope you and your little ones have a great time and we hope to see you again soon

The Yard Team x



The Yard Stamford will always take your privacy seriously. Therefore we will not misuse, sell, or exploit any information provided to us and we will do all we can to ensure your personal data stays safe. The majority of the information you provide is purely for the purpose of keeping all customers safe inside our premises or sending you information about our business.

Reasons/purposes for us processing your information:

The Yard Stamford will store or process data for the following reasons:

- Names, dates of birth to allow the business to run smoothly and safely (to meet capacity requirements and age restrictions)
- Contract requirements for staff, customer and supplier contracts to ensure we are legally compliant

- Financial obligations for customers, staff and suppliers
- To inform customers, with their consent, of special offers, events and changes that are taking place at The Yard Stamford

• In addition to the above, for: accounting, billing and audit, and administrative and legal purposes, statistical and marketing analysis, customer surveys and to help us in any future dealings with you.

The information collected on arrival at The Yard or online may include the following: • Name • Address • Telephone Number (for adults only) • D.O.B (for children only) • Email

Other than the email address, this information is for the security of all customers within the building so that if required they can be identified as well as enabling the business to run smoothly. It also enables us to meet the requirements for the Government Track and Trace scheme. The email address will only be used to communicate an event you have booked, special offers, changes or events that The Yard Stamford believes you would be interested in. You will be asked at the time whether you wish to be contacted via email.

Under the Data Protection legislation, data subjects have the following rights with regards to their personal information:

- the right to be informed about the collection and the use of their personal data
- the right to access personal data and supplementary information
- the right to have inaccurate personal data rectified, or completed if it is incomplete
- the right to erasure (to be forgotten) in certain circumstances
- the right to restrict processing in certain circumstances
- the right to data portability, which allows the data subject to obtain and reuse their personal data for their own purposes across different services
- the right to object to processing in certain circumstances
- rights in relation to automated decision making and profiling
- the right to withdraw consent at any time (where relevant)
- the right to complain to the Information Commissioner

Data Security

We will do all we can to protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction and as part of this The Yard Stamford has conducted a full risk assessment of all the data it processes to ensure their CUSTOMERS, STAFF and SUPPLIERS data all remains as safe as possible. If your data is involved in a data breach for any reason, in particular any data that could identify customers, staff or suppliers personally you will be informed in line with the data breach guidelines as dictated by the Information Commissioner Office see www.ico.org.uk For any data breach we will inform the ICO within 72 hours of being aware of any breach and follow our procedures after that, in line with the ICO guidance.

Cookies

Cookies are small pieces of information that are stored by your browser on your computer's hard drive. They enable The Yard Stamford to provide features such as remembering aspects of your last booking search to make subsequent searches faster. Cookies can be deleted from your hard drive if you wish. Most web browsers automatically accept cookies, but you can change your browser settings to prevent that. Even without a cookie you can use most of the features on the web site. Our cookies do not contain any personally identifying data. Use of Pixels In order to understand how our customers interact with the emails and the content that we send, we use pixels to understand who has opened the message. In order to provide our content in the most interesting way, we may also use pixels to learn whether you can receive emails in text or html form. CCTV CCTV is used for maintaining the security of property and premises and for preventing and investigating crime, it may also be used to monitor staff when carrying out work duties. For these reasons the information processed may include visual images, personal appearance and behaviours. This information may

be about staff, customers and clients, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance.

Data Storage

We do not keep any digital information on site, it is all secured by 3rd party companies as follows:

- Mailchimp who store and maintain our mailing list
- Google for our email and advertising requirements
- Izzettle for our till system
- Deputy for staff photos and contact details for the staff rota
- Retail Merchant Services for our card machine payments

They all operate their own extremely high levels of data security. All their servers are within the EU and each company has its own Privacy Policies and they are not permitted to use, in any way, the data that is shared on their servers.

How Can You Access Your Data?

The Yard Stamford has an open policy regarding the maintenance of information we hold and use. Please contact us at any time via hello@theyardstamford.co.uk to notify us of changes or detailing what information you wish to access or have removed from our systems. In line with the ICO guidance we will contact you within 28 days.

How Can You Control Your Data?

In addition to your rights under the GDPR, when you submit personal data either online or via reception you will be given options to restrict our use of your data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving such emails from us, which you may do by unsubscribing using the links provided in our emails and at the point of providing your details and by managing your account).

What Happens If Our Business Changes Hands?

We may expand or reduce our business and this may involve the sale of any part of our business. Any personal data that you have provided will, where it is relevant be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us. In the event that any of your data is to be transferred in such a manner, you will be contacted in advance and informed of the changes. When contacted you will be given the choice to have your data deleted or withheld from the new owner or controller.

Complaints

If you have any cause for complaint about our use of your personal data, please contact us using the details provided at the bottom of this privacy policy. We will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office (ICO). See www.ico.org.uk For further information about your rights, please contact your local Citizens Advice Bureau.

The Yard Stamford Data Controller Address:

The Yard Stamford, Unit 2 West Street Business Park, Stamford, PE9 2PR
Email: hello@theyardstamford.co.uk

Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you.