

New COVID-19 Health and Safety Measures

Customer Charter

Thank you so much for visiting Tynemouth Aquarium. Please help us to keep you and the Tynemouth Aquarium team safe during your visit by observing the following measures:

- Please only visit Tynemouth Aquarium if you feel well. If you have any of the following symptoms: a fever, a new and persistent cough or a loss of, or change to, your sense of smell or taste, please do not enter, please do not put our team or other visitors at risk.
- Please be aware there may be unavoidable queuing and waiting times during your visit. We are doing our best to keep visitors and staff safe whilst creating an enjoyable experience for all. Note our online tickets are valid for 6 months.
- Please observe 2m separation with our team members unless we have provided a screen, should you require assistance please raise your hand, do not approach them and we will be happy to help.
- At till points we ask that only one member of your group approaches the counter and you adhere to queue position guidance. Card/ contactless payment is preferred although we can accept other forms of payment.
- Please sanitise your hands on arrival at the entry point where a hand hygiene cleaning station is located. Hand Hygiene is essential. Please make use of the hand sanitising stations and hand washing facilities around the aquarium.
- We have a one way route around the aquarium and marked positions to give you guidance on self-distancing from others. Please remain in your visiting group and keep together around our exhibits. We expect excited children but keep them close and ensure you all respect the one way system.
- You may be asked to leave pushchairs and prams in the buggy park to allow extra space for social distancing.
- Make a conscious effort to ensure you and all members of your group avoid where possible the touching of hard surfaces including aquarium glass and ledges.
- We have signs by exhibits asking you to wait until the next zone is clear. Please only move onto the next zone or exhibit when it is clear.
- We have made changes to our talks and feeds schedules in order to keep staff and visitors safe. Please see further information in the talks programme.

We hope you enjoy your visit; we look forward to welcoming you.

The Tynemouth Aquarium Team