

COVID-19 and the changes to our retail operations

In light of the current pandemic, we have made a number of changes to the way we operate to ensure that you and your family remain safe whilst visiting us. The changes made include:

- An enhanced ordering online service where you can either select the precise tree you would like or allow us to make the decision for you based on the variety and size you are after
- A new click and collect service from the Christmas Barn on The Estate
- Reduced local delivery charges so you can have your tree delivered direct to your door if you would prefer
- The first hour of every weekday is a prioritised shopping time for elderly and vulnerable customers
- The ability to book a slot to guarantee entrance into the Christmas tree yard
- We have doubled the space available in our outdoor Christmas Tree area, providing a greater area to look through the hand picked cut trees and to select your own and we have increased the width of the aisles to help support social distancing inside the barn
- We will be restricting the number of people in the Retail areas during peak times
- Extra tills are being installed outside so that customers can select and pay for their tree without the need to go inside the barn and tills will be spaced out inside to support social distancing
- A one-way system has been put in place and extra floor space has been created to help support social distancing
- All our staff will be wearing protective face coverings and hand sanitiser units will be installed at various points throughout the barn