



CHELSEA PHYSIC GARDEN

ENTRANCE POLICY

Date: July 2020

Review due: June 2020

Introduction

This procedure is to be as policy guidance when deciding if a visitor should be admitted to the garden or if there are limiting factors to their entering.

Where a reasonable adjustment cannot be made on either side e.g. the visitor refuses to lock their bike offsite a decision should be made as to whether to offer a refund.

1.) **Protests or protest materials cannot be brought into the Garden building or grounds.**

The Garden recognises that many people have an interest in what we do, and that at times they may wish to express their opinion in the form of a protest. The Garden respects and supports this right and we work with the local police to ensure the safety and security of visitors, staff and the site. Although protests are not allowed on the Garden site, members of the public who have been protesting are welcome to access the Garden as a visitor if they wish. However, we do not allow any protest materials to be brought inside the grounds or buildings, for example posters, banners, clothes or stickers. Clothes and stickers/badges will be subject to the Duty Manager's discretion.

2.) **Costume**

Please note that in this context the word 'costume' does not refer to religious or cultural dress.

Other sites and attractions have been the target of a number of pranks involving groups dressed up in various costumes, therefore we must think carefully about admitting entry to costumed groups or individuals.

The Garden reserves the right to question and ultimately refuse entry to anyone in costume that is perceived to be a risk to the enjoyment or safety of other visitors.

To avoid disappointment, if visitors wish to visit the Garden in costume, they are encouraged to make advance contact with our reception team reception@chelseaphysicgarden.co.uk so that the nature and purpose of the visit can be discussed.



If a visitor arrives at the Garden in costume without prior arrangement the Kiosk team member will contact the Duty Manager so that a decision can be made based on the following factors:

- Behaviour of the group/individual
- Nature of the costume (it cannot be offensive, indecent, or cover the face in any way)
- Factors that may coincide with the visit e.g. protest activity or news story

The Duty Manager will make the decision following an assessment. In some circumstances, it may be that entry can be allowed if some parts of the costume are left at the kiosk. If the visitor does not agree to conditions of entry outlined by the Duty Manager, entry will be denied.

3.) Bicycles

Due to lack of space, visitors cannot park their bikes on site. There are posts to secure bikes on in the surrounding streets. A visitor may bring a fold up bikes with them but must carry it around with them on site. They cannot leave it for example, in the kiosk.

Visitors are advised to plan their visit before attending the garden.

4.) Comfort pets and Assistance Dogs

Visitors who require assistance from an animal for a medical reason can enter the garden with their company. If information is not offered by the visitor in the first instance the kiosk visitor assistant should enquire after the animal and whether they have any documentation. If the Visitor Assistant is not sure they should call the Duty Manager.

If the visitor has a medical certificate to identify their needs then the VA should request that the visitors takes the Assistant Pet offsite regularly for toilet breaks, advises the visitor that there are poisonous plants in the garden so ensure the pet doesn't eat anything onsite.