

Chelsea Physic Garden  
STANDARD OPERATING PROCEDURE

## 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 or political materials to be brought inside the grounds or buildings such as posters, banners, or leaflets. They must be left in the Visitor Welcome Area before entering the Garden and entry 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.**

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](mailto: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 Visitor Experience 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 Visitor Welcome Desk. 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 VERA should enquire after the animal and whether they have any documentation. If the VERA is not sure they should call the Duty Manager.

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

**5.) Garden for All**

Visitors when entering the Garden agree to treat other Visitors and CPG Staff with respect. CPG has zero tolerance for all types of discrimination, bullying and harassment. Any instances of the above must be reported to the Duty Manager, who will investigate any allegations. As result of this investigation, the Garden reserves the right to bar entry or revoke Membership to any visitors who are found to be engaging in these behaviours.

**6.) No Smoking**

For the safety of the Plant Collection, smoking is not permitted anywhere within the Garden and the Café. Visitors who wish to smoke must go out onto Royal Hospital Road and will be allowed to re-enter the site at no additional cost.

**7.) No Outside Alcohol**

CPG allows picnics in designated areas within the Garden, but we do not allow outside alcohol as it contravenes our premises license. CPG Staff may search bags upon entry and will confiscate any outside alcohol found. This will be kept at the Visitor Welcome Desk until they leave. Visitors may buy alcohol from the Physic Garden Café and enjoy it in the Garden.

**8.) No Ball Games**

Ball games and other similar toys are not permitted in the Garden as they may damage our Plant Collection. We host a variety of Family activities over the year, which can be booked via our website. We also have a Free Family Trail available in the Visitor Welcome Area.

**9.) Unaccompanied Children**

We ask that all children under the age of 16 be accompanied and supervised by an adult. This is due to the prevalence of poisonous plants in the Garden as well as potential Health & Safety risks such as falling into one of our ponds or from climbing a tree or structure. If anybody is in distress, please contact the Duty Manager in the first instance so they can assess next steps.

**10.) Respect for Plant Collection**

Chelsea Physic Garden is a historic botanical garden, which has been on the same 4 acres of land for over 350 years. The living collection of over 4,000 plants is unique and is treated as a museum of plants. This means we do not allow visitors to take cuttings, samples, or any other plant material that are not explicitly for sale in our shop. Any visitor found taking any plant material from the Garden may be banned from entry in the future.