

## Essential Information

The safety of our congregation, visitors, staff and volunteer team are a top priority at Skylark Church and so things will look a little different for a while, with new measures in place to make things COVID-secure. These are outlined in the FAQs section below.

### Do I need to book a ticket?

Yes. Due to social distancing requirements, we have limited capacity in the auditorium. Tickets are available on a first come, first served basis and we ask that you only book tickets that you will use.

### How can I book?

Tickets will be available from midday on Sunday, for the following Sunday gathering. You can follow the booking link on our website and social media pages. We would ask you to book online wherever possible however you can also call the church office on 01245 255775 and one of the team will assist you over the phone.

### Can I cancel my booking?

Yes, if you find you are unable to attend, please use the link at the bottom of your confirmation email to cancel. If one member of your group is unable to attend you can cancel a single ticket without cancelling your entire group booking.

### What if there are no tickets available?

On the booking form you are also able to book onto our waiting list and we will be in contact with you if tickets become available.

### Can I now sit with friends in groups of six?

Yes. You can now book tickets and sit with other people beyond your household in groups of up to six (or more than six if from only two households) should you wish to. **Please be aware that to adhere with government guidelines your group of six includes children of any age.** Please book tickets together as you go through the booking process by 'adding additional ticket'. You should aim to arrive at the same time so you can be seated together.

### **Does every member of my group/household/support bubble need a ticket?**

Yes, everyone who will need a seat (including children) will need a ticket. You can use the 'add additional ticket' button at the end of the booking form to add more tickets if you are attending as a group. Please book tickets for your entire group in one booking or we will be unable to seat you together.

### **What about NHS Track and Trace?**

When booking, we collect contact information for everyone in accordance with NHS Track and Trace requirements. This information will be stored for 21 days as per our data handling policy and then destroyed, unless it is requested by the NHS for the purposes of the Track and Trace program.

### **When should I arrive?**

Please aim to arrive 20-30 minutes before the service starts at 10am.

### **It's my first time at Skylark Church, can I still book in?**

Of course! We'd love you to join us.

### **What about Kids Church?**

There will be no provision for Skylark Kids this side of the school holidays, although we hope that by the end of July we will be able to offer some sessions with limited capacity. Your children are welcome to come and join us as part of your booking. Please note that they should remain with you in their seats and socially distanced from other groups. You will need to book a seat for each of your children and they are included within the rule of six.

### **What about Skylark Youth?**

Skylark Youth will begin on the 27<sup>th</sup> June and will run on alternating weeks. Please use the 'Skylark Youth' ticket option when booking. Skylark Youth will be operating in the upstairs lounge space and any youth should head there on arrival at the church via the car park staircase. On the weeks where Skylark Youth does not run (or if tickets are not available) youth are welcome to join in the main service but will need to have a standard seat booked and are included in the rule of six.

### **What happens when I arrive?**

When you arrive, the hospitality team will welcome you at the main entrance where you will be guided to your seat via the one-way system. Those attending Skylark Youth will enter the upstairs lounge by the side car park stairs. Please aim to arrive with your entire group so that we are able to seat you together more easily.

### **Will I have to wear a face covering?**

We ask that you enter wearing a face covering and continue to wear it at all times whilst inside Skylark Church unless you are exempt from doing so. Children under 11 are not required to wear facemasks.

### **How will we socially distance?**

A 2-metre social distancing policy is in place and you will be seated accordingly.

### **Will toilets be open?**

Toilets will be open. We would ask that you follow the one-way system in place around the building to prevent congestion.

### **Will I be able to sing?**

In line with latest government guidance, only those leading worship are permitted to sing. You are invited to engage in worship in other ways (i.e. standing, raising hands, clapping).

### **Will there be refreshments?**

Unfortunately, we are not able to serve refreshments before or after the service at this time so we would encourage you to bring your own drink with you.

### **What about hygiene?**

There will be hand sanitiser available for you to use throughout the Church. The building is thoroughly cleaned between uses.

### **Will there be a time to socialise?**

At this time the guidelines encourage us to conclude services as promptly as possible, so we will be unable to socialise after the service for the time being.

### **What if I have additional needs?**

The church is wheelchair accessible. If you require disabled parking then please contact the church office on 01245 255775. Unfortunately, we are not able to offer British Sign Language support during the service at this time, however the service will be shown live online and will be fully captioned. We will not be operating our usual minibus service at this time.

## **Should I attend if I feel unwell or have Covid-19?**

If you:

- Feel unwell
- Show or have shown any symptoms of COVID-19 (or have been in close contact with someone who has) within the last 14 days
- Have been diagnosed with COVID-19 (or been in close contact with someone who has) within the last 14 days
- Have been asked to self-isolate under the NHS Test and Trace scheme or have returned from a country outside of the UK government exemption list in the last 14 days

We would kindly ask that you stay at home and join us online via our YouTube Channel.

## **What if I have another question?**

If you have any further questions then please contact us on [enquiries@skylarkchurch.com](mailto:enquiries@skylarkchurch.com) and we will do our best to assist you.



