



Our Covid Prevention Guidelines

Thank you for bearing with us during these unprecedented times. As you can imagine, as a charity servicing the public, we want to do our part to ensure that we operate a safe operation. As a result CDRC has carried out a risk assessment and have implemented precautionary measures where necessary. To many clients our changes may seem extreme but we have taken into account the safety of clients and staff alike. We want to be able to offer costume hire services for a long time to come and we need your support and understanding in abiding by the guidance. Please note, as we learn how to create a safe environment, the compliance may be updated and changed.



1. Clients are required to book an appointment before allowing entry. Clients will be asked to wait outside the outer door to Lifeworks and ring the bell for entry. Only one client (bubble) in office at any one time.
2. A thermometer is available for unsure circumstances. - Please be reminded that if you are experiencing any of the symptoms of Covid (temperature, a new continuous cough, or a lack of smell or taste) you must call to cancel your appointment and reschedule.
3. Clients should wear a face covering when visiting the office. All of our staff will wear PPE.
4. There will be a wall mounted hand sanitising station in the foyer, supplied by LMC. CDRC will also have a sanitising pump in the office.
5. Social distancing markers on the office floor will indicate direction of our new one-way flow and will be spaced 2 meters apart. Although if we are wearing masks we can distance at 1 meter + if need be. –Clients are no longer allowed in the store (Shed) when choosing costumes.
6. Due to local Covid Restrictions the cast (Staff) may be working from home on certain days it is advisable to check with the office by ringing 0208 508 7048 to avoid a wasted journey.



7. All payments where possible will be by card. If it has to be a cash payment, the money will go straight into a secure container – no change will be given. So please bring the exact amount.

8. Clients are encouraged to bring their own bags for collection, unless the order is for a large group.



9. CDRC will undertake greater measures to clean office areas using disinfectant spray and wipes that are effective against bacteria, viruses and microorganisms.



10. Costumes will be washed using appropriate cleaners where possible. Costumes that are hard to clean will be scanned with our UV light wands and torches. Props will be sanitised.

11. We will keep a track and trace register in the office via QR code using the NHS app or via paper method. It will be helpful to us if you could let us know of changes in to your health or the health of your cast for up to 2 weeks after return of costumes. (track and trace will inform us if there's an outbreak in the area but not for each client unless client informs test and trace themselves) .