



Health and safety - shop reopening

Social distancing

As we gradually begin to reopen, the safety of our customers and staff is of primary importance. We have therefore introduced the following measures;

Please observe social distancing guidelines by keeping a 2.2metre distance from customers and staff – the shop is very clearly marked out to assist with social distancing. We politely request that you shop alone when possible.

The number of customers in the shop will be limited at any one time.

Hand sanitisers will be provided at the entrance to the shop for your use.

Please do not handle goods to ensure the continued safety for all.

Protective screens have been installed at the till points.

Card transactions only (the contact payment limit has now been increased to £45).

Our team will have the option to wear masks which are made available to them.

As you are also probably aware, due to current government guidelines, the visitor centre and bathroom facilities will remain closed until further advised.

To avoid unnecessary journeys and any further inconvenience, we will be posting regular updates on the [Denbies website](#) which will follow the government's advice in the next lockdown review.

Returns policy

Denbies return policy will be extended for purchases made between 20 February to 21 March 2020.

All goods must be returned in the original packaging together with the original receipt.

Thank you for your consideration at this time