

Customer Nursery Visit Requirements

All visits to Barcham Trees are by appointment, please let us know if you are not able to attend or need to amend your appointment.

How to dress for your visit

The nursery conditions can be variable from wet and muddy, to very dry and dusty with largely uneven terrain depending on the time of year. We ask that all visitors wear appropriate footwear and clothing for these conditions. For your safety we would recommend a sturdy shoe and advise against wearing sandals or similar. If you require assistance with mobility during your visit, please notify us in advance.

During Your Visit

- Our Nursery is a busy site operating over 70 vehicles of various sizes and as such we do not permit Customers to walk around the Nursery without a member of our Team.
- All Customers must wear Hi-Viz (this is provided for you).
- We operate a fleet of ATV (buggies), which are used to transport Visitors around our Nursery (we have a 350-acre site). Our ATVs are open sided and potentially not suitable for anyone with a pre-existing back complaint.
- Unfortunately, due to our insurance requirements we are unable to allow children **under the age of 13** to visit the Nursery.
- We do not allow Customer visits if wind is forecast to be gusting over 40 mph. If this is the case a member of our team will contact you in advance.

Biosecurity

- Please ensure any footwear to be worn is clean and free from mud and dirt (including tread). This helps us maintain our biosecurity controls.
- Before walking around the site, we may ask you to clean your footwear at our boot washing station which helps us stop the spread of pest & disease.
- We ask that you do not bring any plant material to the nursery.

COVID-19

- On arrival, please call our office on **01353 720 748** to let the team know you have arrived.
- If it is necessary to enter the office building, please ensure you are wearing a face covering. Sanitiser will be available in reception for customer use.
- If you are feeling unwell before your appointment or have been in close contact with a confirmed case, we would ask that you kindly do not attend your appointment and contact us to rearrange.

If you have any questions or requirements, please do not hesitate to contact a member of our team.