

Thorpe Light Railway Open Days 2021 – Information for visitors

Our priority is the safety and well-being of all our volunteers and visitors, and with this in mind, we will be running with additional hygiene and safety measures, in accordance with government guidelines.

Since these measures may be new to some visitors, we want you to be aware of what to expect on the day. Please be patient with us if these measures mean things take a little longer than usual, or if you have to wait a little while for a train ride. To allow for social distancing, there will be limited seating available on each train and one way system will be in place at the station.

Firstly, if you or any members of your household have any symptoms of Covid-19, have tested positive for Covid-19 or are self-isolating we ask that you DO NOT visit us.

Booking information: to keep numbers to a safe level, entry will be restricted to those who have pre-booked an arrival time slot. Bookings can be made via our website, and will be required for all visitors, including members of FoTLR. To book a place we will need the name of the lead member of your family / group and the number of people in your group (please book a place for everyone attending, including babies and children).

Please remember that group sizes should not exceed the limits set out in government guidelines and/or legislation in place at the time of your visit.

Bookings should be made for an arrival time slot, which means that you should arrive at the gate in that half-hour. Once you have arrived, you can stay as long as you wish until closing time at 4pm.

Entry fees should be paid at the gate (exact cash if possible please. Unfortunately we do not have the technology for card payments). Entry is £2.50 person aged 5 years and over. Children 4 years old and under can get in free, but still have to have their place booked. Members should show their cards to get free entry.

Opening times:

The railway will be open from 12.30pm until 4pm, and will be strictly for pre-booked visitors only.

Arrival time slots will be available as follows:

12.30 - 1pm

1 - 1.30pm

1.30 - 2pm

2 - 2.30pm

2.30 - 3pm

3 - 3.30pm

Access to the railway:

Whorlton bridge is closed to all traffic, including pedestrian, so you'll have to get to us via the A66 or via the signed diversion route across Winston Bridge and through Ovington.

NHS Track and Trace:

In line with current legislation, all visitors 16 years old and over will need to leave their contact details for NHS Track and Trace. This can be done either by scanning the QR code with your mobile phone on entry to the site, or by giving us contact details (name and phone number) when you arrive. To save time at the gate, if you do not have the NHS Covid-19 app, please bring your name

and phone number (or address if you do not have a phone number) written on a piece of paper which you can put in our Track and Trace box on arrival.

If you leave your contact details on paper, we will keep these securely for 21 days and then destroy them. We will not use your details for any purpose other than to comply with NHS Track and Trace rules. See below for full details.

Parking – ample parking is available in the field.

Train rides - there will be a one-way system in place to access the trains, and access to the station platform will be restricted to those boarding and alighting trains only. You can have as many rides as you like, but please leave the train at the end of each ride, and queue up again if you want another ride.

Carriages will be cleaned regularly, and will have been treated with Zoono, a long-lasting anti-bacterial / anti-viral spray, on the morning of the open day.

Shop – there will be a limited range of merchandise available to buy on the day – TLR keyrings, mugs, coasters, fridge magnets and locomotive booklets. Please try to pay with exact cash to minimise cash handling, or bring a cheque.

Toilets – toilet facilities will be available, on a one-in-one-out basis to avoid crowding in the toilet block. Soap and cold water hand washing facilities are available in the toilet block.

Refreshments – we will be welcoming back the Barista Sisters, who will be on site selling their delicious hot and cold drinks and snacks.

Picnics – please feel free to bring a picnic with you, but we ask that where possible you take your litter and recycling home with you, to minimise the risk of transmission of infections. There is no waste collection from site, so all litter and recycling is taken home for hand-sorting and disposal by our volunteers.

Hand sanitiser and personal protective equipment – we will have hand sanitiser available on site, but please feel free to bring your own as well. Please sanitise or wash your hands regularly. Wearing a face covering is not required on the trains (unlike on public transport) but if you wish to wear a face covering and/or gloves on site or on the train you are welcome to do so.

We hope you enjoy your visit!

Recording customer details: how we use your information

To support NHS Test and Trace (which is part of the Department for Health and Social Care) in England, we have been mandated by law to collect and keep a limited record of staff, customers and visitors who come onto our premises for the purpose of contact tracing.

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

As a customer/visitor of Thorpe Light Railway you will be asked to provide some basic information and contact details. The following information will be collected:

- *the names of all customers or visitors*
- *a contact phone number for each customer or visitor*
- *date of visit and arrival time and departure time*

The venue/establishment as the data controllers for the collection of your personal data, will be responsible for compliance with data protection legislation for the period of time it holds the

information. When that information is requested by the NHS Test and Trace service, the service would at this point be responsible for compliance with data protection legislation for that period of time.

The NHS Test and Trace service as part of safeguarding your personal data, has in place technical, organisational and administrative security measures to protect your personal information that it receives from the venue/establishment, that it holds from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

In addition, if you only interact with one member of staff during your visit, the name of the assigned staff member will be recorded alongside your information.

NHS Test and Trace have asked us to retain this information for 21 days from the date of your visit, to enable contact tracing to be carried out by NHS Test and Trace during that period. We will only share information with NHS Test and Trace if it is specifically requested by them.

For example, if another customer at the venue reported symptoms and subsequently tested positive, NHS Test and Trace can request the log of customer details for a particular time period (for example, this may be all customers who visited on a particular day or time-band, or over a 2-day period).

We may require you to pre-book appointments for visits or to complete a form on arrival.

Under government guidance, the information we collect may include information which we would not ordinarily collect from you and which we therefore collect only for the purpose of contact tracing. Information of this type will not be used for other purposes, and NHS Test and Trace will not disclose this information to any third party unless required to do so by law (for example, as a result of receiving a court order). In addition, where the information is only collected for the purpose of contact tracing, it will be destroyed by us 21 days after the date of your visit.

However, the government guidance may also cover information that we would usually collect and hold onto as part of our ordinary dealings with you (perhaps, for example, your name, date of birth and phone number). Where this is the case, this information only will continue to be held after 21 days and we will use it as we usually would, unless and until you tell us not to.

Your information will always be stored and used in compliance with the relevant data protection legislation.

The use of your information is covered by the General Data Protection Regulations Article 6 (1) (c) – a legal obligation to which we as a venue/establishment are subject to. The legal obligation to which we're subject, means that we're mandated by law, by a set of new regulations from the government, to co-operate with the NHS Test and Trace service, in order to help maintain a safe operating environment and to help fight any local outbreak of corona virus.

By law, you have a number of rights as a data subject, such as the right to be informed, the right to access information held about you and the right to rectification of any inaccurate data that we hold about you.

You have the right to request that we erase personal data about you that we hold (although this is not an absolute right).

You have the right to request that we restrict processing of personal data about you that we hold in certain circumstances.

You have the right to object to processing of personal data about you on grounds relating to your particular situation (also again this right is not absolute).

If you are unhappy or wish to complain about how your information is used, you should contact a member of staff in the first instance to resolve your issue.

If you are still not satisfied, you can complain to the Information Commissioner's Office. Their website address is www.ico.org.uk.

We keep our privacy notice under regular review, and we will make new versions available on our privacy notice page on ww.thorpelightrainway.co.uk. This privacy notice was last updated on 18 April 2021.