

Before your Pilgrimage to Walsingham

We look forward to welcoming you on your forthcoming pilgrimage to the Shrine of Our Lady of Walsingham. Please take the time to read this document before travelling.

If you or anyone from your household or support bubble has any symptoms of COVID-19, or has tested positive for COVID-19 within 14 days of your arrival date, please postpone your pilgrimage to Walsingham for later in the year. Your booking will be transferrable.

Walsingham is currently in Tier 2 – High Risk. Therefore, we can only allow individual pilgrims from tiers 1 and 2 at this time.

If you are booked to travel to Walsingham on pilgrimage and you are from an area under local COVID alert levels 'Tier 3 - Very High', or 'Tier 4 – Stay at Home' we ask you not to travel as overnight stays are avoided until your alert level has been lowered. Your booking will be transferrable.

It is important for you to know that we are proud to be a 'COVID Secure' place of pilgrimage. We have implemented the following control measures to ensure the safety of our staff and pilgrims:

1. An enhanced cleaning regime managed by our excellent Housekeeping Team.
2. Social distancing measures
3. Hand sanitiser stations
4. Reduced the number of pilgrims that can be within public places at one time
5. One-way systems within public buildings.
6. The installation of protective screens within Reception and the Shrine Shop.
7. Provided guidance, floor markings and signage for staff and pilgrims to adhere to
8. All staff have completed COVID-19 Awareness Training
9. A number of COVID-19 Risk Assessments have been completed

Your arrival and departure times may need to be staggered to avoid reception becoming overcrowded. Please speak to the Hospitality Department for further information.

We hope you have a wonderful pilgrimage to Walsingham. It is, however, important for you to have a plan in place in the event of you becoming unwell or symptomatic of COVID-19 during your pilgrimage. Your plan should include being able to return home to limit risk of infecting other pilgrims and staff.

When you arrive

Please check in at Reception upon arrival. We can currently only allow two pilgrims within Reception at once so please be patient if you arrive at a busy time.

If you are on pilgrimage with a member of your household or support bubble; please may we ask for only one of you to check in at reception.

On your arrival, your contact details will be logged onto our NHS Test and Trace system. Your details will be safe, secure and GDPR compliant. Your information will be recorded for 21 days before being deleted.

During your Pilgrimage

Please wash your hands regularly and maintain social distance from other pilgrims and staff throughout your pilgrimage.

Please read and adhere to the guidelines at the entrances of public places such as the Shrine Church, Reception, The Shrine Shop and the Refectory.

Face coverings should be worn inside all public buildings and communal areas. This includes in Reception, in corridors, the Shrine Church, the Shrine Shop, and the Refectory. You will be able to take your face covering off when you are sat at your table in the Refectory or when you are within your room.

Passenger lifts within the Milner Wing and Richeldis will only be able to accommodate one pilgrim or one household / support bubble at a time.

Shared facilities such as lounges and tv rooms will have social distancing restrictions in place with limited pilgrims within these rooms at one time. Communal kitchens will be closed at this time. Drink making facilities will be available in your room.

Any items that could be touched by a previous pilgrim that can not be cleaned such as room literature, bibles, bed throws and cushions will have been removed from your room.

Bedroom entry will be restricted for our staff during your pilgrimage. Housekeeping or Maintenance staff will only enter the bedroom on your request, for example to repair a reported maintenance issue.

If a member of staff is requested to enter your bedroom during your stay you will need to open your windows and vacate the room in order for social distancing measures can be adhered to. We will then wait 1 hour before a member of staff enters your room. In order for you to arrange service, please phone reception on your mobile on 01328 820 239.

If you require fresh towels or tea and coffee top-ups our staff will be more than happy to assist you by leaving your requests by your door. In order to arrange this, please phone reception.

You can pay for your pilgrimage in a number of ways. Preferably for us, you can pay over the phone or bank transfer / online banking. We can also take card payments in reception during quiet times (not on arrival or departure days). We would prefer for you not to pay using cheque or cash.

Within the Shrine Church and the Refectory all of the seating is at least 1 meter apart from one and other. During busy periods, please limit your time spent in these places in order to adhere to the mitigating control measures for social distancing.

During Shrine Church Services, there will be no sung mass. Please bring your own Roman Breviary Office Book, Pilgrim Manual and/or use the Universalis App on your smart phone.

The day of your departure

Please open your window(s) on the day of your departure in order for your room to be well ventilated for our housekeeping staff to clean your room.

If you are able to, please can we ask for you to strip your bed sheets and place them with your towels in your bathroom.

Please leave your room key within your bedroom.

We look forward to welcoming you back to a 'COVID Secure' Shrine of Our Lady of Walsingham.