

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 has any symptoms of COVID-19, or has tested positive for COVID-19 within 10 days of your arrival date, please postpone your pilgrimage to Walsingham for later a date. 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. Hand sanitiser stations
3. The installation of protective screens within Reception, Nortons and the Shrine Shop.
4. Provided guidance, floor markings and signage for staff and pilgrims to adhere to
5. All staff have completed COVID-19 Awareness Training
6. A number of COVID-19 Risk Assessments have been completed
7. Workplace Lateral Flow Testing available for all staff

In line with Government guidance; we encourage all staff and pilgrims to complete regular lateral flow tests. We strongly encourage pilgrims to complete a lateral flow test before travelling to Walsingham.

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.

If you are on pilgrimage with a group, please may we ask for only one of you to check in at reception.

During your Pilgrimage

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

It is now mandatory for face coverings to be worn in the Shrine Shop.

We encourage face coverings to be worn inside all public buildings and communal areas. This includes in Reception, in corridors, the Shrine Church, the Refectory and Norton's.

Please take home with you your used or unwanted face coverings. Please do not leave them in your rooms or in public places.

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 to be adhered to. In order for you to arrange service, please phone reception from 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.

In the unlikely event of you having symptoms to COVID-19 during your pilgrimage; please return home if you reasonably can, ensuring you do not come into contact with fellow pilgrims or staff. If you are unable to travel home, please self isolate within your bedroom and contact reception as soon as possible. We have procedures in place for this circumstance.

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 remove your bedsheets, duvet cover, pillowcases and towels in the clear plastic bag provided. Please put your towels in a separate bag. Please leave the bags inside your room.

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.