DOORS OPEN DAYS 2020

Doors Open Days 2020
Insurance & Coronavirus Advice for venues wanting to physically welcome visitors

Coronavirus Advice

If you plan to open your doors and deliver a physical event, all the usual considerations for minimising risks apply, but this year there are additional risks to think about. We've outlined a few of these considerations below.

You' must remember that the current pandemic situation is constantly changing, and with it guidance is evolving- the situation is fluid. Therefore it's imperative to regularly review government guidance and be prepared for changes to ensure risks are minimised.
For full details of up to date government restrictions and guidance see:
https://www.gov.scot/coronavirus-covid-19/

1. Make sure that you have read the relevant sector guidance and advice from the Scottish Government with regards to welcoming visitors.
2. Make sure you have adequate Public Liability Insurance in place
3. Fill out a risk assessment for your property, and include Coronavirus as a risk factor
4. Remember that you should have considered the following:

- How to guide visitors around your space, managing the flow and time they are there
- Ticketing your free event to visitors, so that you can monitor numbers to your space. This way you can take a note of their names and contact details for track and trace purposes. Eventbrite is a good free online facility for ticketing.
- Take a note of capacity for visitors to your property whilst remembering to take into account social distancing

Insurance Advice

We've moved the festival to a predominantly digital offering. This means that the insurance is different this year because the format is different, and our usual insurance wouldn't be relevant. Your venues that do want to open their doors will have to make sure that they have their own Public Liability Insurance.

Does my venue need Public Liability Insurance?
public liability insurance is about physical harm, so if you are opening up as a venue that will welcome actual physical visitors, then yes you will need to ensure you have your own Public Liability Insurance. If you are only delivering digital content via a website or an online platform, then you do not need to take out Public Liability Insurance, because you will have no physical visitors to your venue.

What do the venues that are physically opening need to do?
You should discuss with your own insurers the type of cover you need, and you should let them know that you are inviting free visitors into your venue as part of Doors Open Days.
You should follow current government guidelines, and consider all things that are expanded on in the section below.
This could include:
- make all access bookable so you have visitors' contact details
- check latest government guidelines on track and trace
- consult the Event Scotland guidance on visitor venues opening up
- consider what sector the event falls under, as what you are required to do varies depending on the type of premises

Does every venue have to fill in a risk assessment?
The risk assessment hosted on the Doors Open Days website was required by a previous insurer.
The named people/organisations/events are responsible for their own guided tours, events, activities, injuries etc., which is why venues opening must have their own Public Liability Insurance in place.
Scottish Civic Trust, the national organiser for Doors Open Days, suggest it is best practice to always fill in a risk assessment for your venue.
For 2020 it is crucial to incorporate the new challenges of accessing venues associated with the current pandemic.
The form on the Doors Open Days website is an example, and your venue can take the template and amend for their purposes, or they may already have a suitable risk assessment in place.

Things to think about

Vulnerable staff / Volunteers / Visitors
- People who have been shielding can now follow the [same advice as everyone else in Scotland](#), but do check government guidelines for what's in place at the time of the festival, and consider ways people can contribute remotely
- Advise people not to attend if they are exhibiting symptoms such as a cough or a temperature - You may want to email all booked visitors on the morning of their visit to remind participants to exercise caution

Maintaining social distancing
- Consider the capacity of your site, and where the bottlenecks might be – perhaps implement a one-way system, or close off smaller spaces
- Use pre-booking to limit numbers of visitors to your site at any one time
- advise visitors not to attend if they are exhibiting symptoms
- Provide a floor plan / site map in advance or at the entrance, to help people understand the route ahead
- Use signage to remind and alert people of distancing rules and the location of facilities.
    - Have a sign to highlight how long the distance is
    - use floor markings or block off seats to ensure people maintain distance
    - set up directional arrows to hand washing facilities
    - Set up directional arrows to mark a one-way route

Enhanced hygiene measures
- Have hand washing stations available for staff/volunteers/visitors at the entrance
- have hand sanitiser available at strategic points eg exit to toilets, picnic areas
- Step up your cleaning routine, particularly for frequently touched surfaces such as door handles, lift buttons and card machines.
- You may even want to close your site part-way through your event for a deep clean
- Limit Access and consider removing soft furnishings where possible as these are harder to clean down

Test & Trace / data protection

Current guidelines for gatherings of people require contacts to be taken as part of the Test & Trace initiative to stop the spread of the virus.

It's important to remember though that GDPR legislation requires us all to ensure people are aware what their data is being used for, and how it will be stored. They must give active consent for its use.

- If you are asking people to book for an event, be careful how you store their contact details; they must never be shared without consent, and should be deleted as soon as possible. If you email people, do so individually or use blind copy, never allow others to see everyone's details.
- For more information on data protection see the Information Commissioner's Office Guide to Data Protection
- Here's the link for information on Test & Trace

Additional guidance and support

- **Always consult the Scottish government guidance.**
  - This page offers advice for the events sector, and was updated on 23rd August.
  - This page offers advice for museums, galleries and heritage attractions. It was updated on 23rd August.
- Look at the thorough **Guidance from Visit Scotland** on preparing for events
- **Visit Scotland website notes that in addition to Sectoral guidance,** the events sector has a lot of crossover and touch points with other industries through the supply chain, many of which will have specific guidance and best practice advice. Visit their moment for change page which provides specific sectoral guidance from sector groups which should help in making preparations for the safe return of events.