



**You are welcome to attend a Service in St George's Chapel on any day of the week from Thursday 23 July 2020**

Services will take place in the Nave with socially distanced seating. There will be hand sanitisation points on entry and exit. Orders of Service will be on laminated cards sanitised before each service; additionally, on Sundays, there will be a paper sheet which members of the congregation will be asked to take home with them after the Service. Services will be said without music for the time being.

Sundays – 8.30am Holy Communion; 10.45am Mattins; 5.15pm Evening Prayer.

Mondays to Saturdays – 5.15pm Evening Prayer.

**From 23 July you are also welcome to visit St George's Chapel on Mondays, Thursdays, Fridays or Saturdays between 10am and 4pm.** Entrance is by way of the Windsor Castle admission centre (Castle admission charges apply). Please adhere to social distancing.

**St George's Chapel shop is open, from 23 July, on Mondays, Thursdays, Fridays or Saturdays between 10am and 4pm.** The shop, which sells many items exclusive to St George's, is located in the Dean's Cloister at the exit from St George's Chapel. Please adhere to social distancing. Please use cards for payment.

**Further information about Services and visiting** is listed below but for any further points please contact [chapteroffice@stgeorges-windsor.org](mailto:chapteroffice@stgeorges-windsor.org)

We look forward to welcoming you to St George's Chapel.

### **Services**

<b><u>Question</u></b>	<b><u>Answer</u></b>
Are you open for services?	From Thursday 23 July you are welcome to attend Evening Prayer on any day of the week. This is a said service without music. Doors open at 5pm, please be seated by 5.10pm, the service starts at 5.15pm. On Sundays from Sunday 26 July onwards you are welcome to attend Holy Communion at 8.30am (doors open 8.15am) or Mattins at 10.45am (doors open 10.30am). These are said services without music.

How is seating arranged for services with regard to social distancing?	For the time being daily Evening Prayer and Sunday Holy Communion and Mattins will take place in the Nave of St George's Chapel; seating has been arranged to comply with Government issued social distancing guidelines (2 metres).
Can I sit with my friends?	We will continue to abide by current Government guidelines. We are able to accommodate groups and families from the same household.
Will my seat be disinfected?	Prior to a service measures will be taken to ensure that seats are cleaned.
Will there be music at the services?	For the time being and certainly during July and August services will be without music.
Will we sing hymns?	For the time being and certainly during July and August services will be without music.
How will we celebrate the sharing of The Peace?	In a manner that will maintain social distancing, so verbally and without shaking hands.
Am I expected to wear a mask and/or gloves?	No.
May I wear a mask and/or gloves?	Yes.
Will staff or clergy wear masks?	Not currently. All clergy and staff will wash hands prior to the service
What precautions are members of staff taking during the pandemic?	A full COVID-Secure risk assessment has been completed with many measures introduced following this. All members of staff have been fully trained in COVID-Secure procedures and therefore please do follow their instructions.
What hand sanitisation facilities do you offer?	Hand sanitising dispensers will be available at the entrance & exit for those attending services.
Are there any parts of the Chapel normally used for services which are closed?	For the time being all services will be held in the Nave.
Will I be able to receive communion?	Church guidelines will be followed; it is likely that Communion will be in one kind only (bread).
Will I be able to receive a Blessing?	We will abide by current Church guidelines which may not include the laying-on of hands.
Will Orders of Service be cleaned before I touch them?	Yes. Orders of Service are printed on laminated cards which will be sanitised before each Service. At Sunday services you will also be asked to pick up a piece of paper which relates to that service alone. Please take the paper copy away with you at the end of the Service.

Are you open for private prayer?	During Windsor Castle opening hours the Chapel will be available for private prayer (Windsor Castle admission charges apply).
If there is a maximum number of people allowed, will I be turned away?	Yes. Although we don't want to turn anyone away, we must prioritise the safety of our visitors and staff, so we will only accommodate the numbers that it is safe to do so.
Are your lavatories open?	St George's Chapel does not have lavatories, however during Windsor Castle opening hours, facilities on the North Terrace are available.

## **General Visiting**

Are you open for visitors?	When Windsor Castle is open, our visiting hours are Monday, Thursday, Friday and Saturday between 10am and 4pm.
Will Windsor Castle have fewer visitors than usual?	Yes, Windsor Castle admissions will be managing visitors' arrival through timed ticketing and restricting capacity within 30 minutes time slots.
How do I find out if there is availability to visit?	Find opening times for Windsor Castle here <a href="https://www.rct.uk/visit">https://www.rct.uk/visit</a>
How do I book online? How do I book my tickets for today? / Can I buy tickets on the same day?	You can book an advance ticket for a visit to Windsor Castle to include St George's Chapel here <a href="https://www.rct.uk/visit">https://www.rct.uk/visit</a> For tickets purchased on the day, 1-Year pass holders or Advantage Card holders, please check the Royal Collection website for current terms.
Will I have to queue before entering St George's Chapel?	If you do have to queue before entering, please follow social distancing guidelines and any instructions given by our staff.
What precautions are members of staff taking during the pandemic?	A full COVID-Secure risk assessment has been completed with many measures introduced following this. All members of staff have been fully trained in COVID-Secure procedures and therefore please do follow their instructions.
Who can I speak to if I have any health and safety concerns during my visit?	Please speak to any member of the Chapel Staff, who will be happy to help.
Am I expected to wear a mask and/or gloves?	There is currently no expectation for you to do so, but you may if you wish to.
What hand sanitisation facilities do you offer?	Hand sanitising dispensers will be available at the main entrance (South Door) and at the Chapel exit.
Are there any parts of the Chapel normally open to visitors which are closed?	Not at the moment, but we reserve the right to change this at short notice should issues arise about maintaining safety.

Where can I leave my pushchair?	You will be able to take a pushchair around the Chapel with you.
Will the archives display be accessible?	It may not be possible to have an archives display at this time.
Are your lavatories open?	St George's Chapel does not have lavatories although facilities are available on the North Terrace of Windsor Castle during Castle opening hours.
Can I leave a written prayer?	Yes, but please use your own pen or pencil. A slip of paper will be available.
Can I light a candle?	No, for the time being candle stands have been removed.
Can I stop and take time for private prayer outside services?	Yes.
Will there be adequate disabled access/facilities?	There will be no change to current disabled access. Wheelchair entry will continue via the North Door, and hand rails and ramps are available.
Will a member of staff be able to offer assistance where a disability prevents me from free movement for example on steps or sitting/standing, or if I have a fall?	A full COVID-Secure risk assessment has been completed with many measures introduced following this. All members of staff have been fully trained in COVID-Secure procedures so please speak to any member of the Chapel Staff, who will be happy to help.
Will I be expected to adhere to a time limit for my visit to the Chapel?	Only as closing time approaches but if numbers are large leading to crowding, we will encourage you to keep moving to be fair to all.
What measures are in place to ensure social distancing is adhered to?	There will be signage, and guidance from Chapel staff.
What do I do if I become unwell during my visit?	Please speak to any member of the Chapel Staff, but please maintain 2 metres' separation at all times.
Will I have to go through a temperature or security check before entering the building?	The usual security for entrance to the Castle will continue. There will be no temperature check.
Will the St George's Chapel shop be open?	Yes, the Chapel Shop in the Deans Cloister will be open (Monday, Thursday, Friday and Saturday between 10am and 4pm). All visitors are requested to use the hand sanitiser at the entrance, limit handling of products and follow staff instructions regarding a one-way route. Please use a card for payment. <a href="http://www.stgeorgesshop.com/">http://www.stgeorgesshop.com/</a>
Will the Café be open?	There is not a café at St George's Chapel, however the Undercroft Café located at the entrance to Windsor Castle State Apartments, will be open offering a limited

	menu and reduced seating capacity to ensure social distancing can be maintained.
Will I be asked to leave if I fail to follow the Chapel guidelines?	Yes. The safety of our staff and visitors is our priority.
I want to bring several people from more than 2 households. Will we be able to visit together in one large group?	Please follow current Government guidelines.
Can I visit with a Friends Pass?	Please enter via the Castle Admissions Centre and be prepared to queue. Admission will only be granted if there is capacity within the Castle.