

## Coronavirus Visitor Charter

Although government restrictions have been eased, Suffolk Archives (as part of Suffolk County Council) still retains some restrictions in our buildings to help make them as Covid-safe as possible for visitors and staff. We ask everyone planning a visit to Suffolk Archives to support us in this by reading and abiding by our Coronavirus Visitors Charter.

As a visitor to Suffolk Archives, you agree to:

- Pre-book your visit at least a week in advance, and not travel to our building without having received confirmation of your booking
- Book a maximum of one visit in a week, to allow other researchers the opportunity to book
- Order your documents in advance, including any alternative documents in case any of your original choices are unavailable
- Delay your visit if you are experiencing any [COVID-19 symptoms](#)
- Follow the [government guidance on travelling](#), especially if using public transport
- Observe the safety measures that we have put in place
- Practice social distancing while on site and in our building
- We ask that you wear a face covering during your visit, unless you have a [legitimate reason not to do so](#)
- Wash your hands before and after visiting, and regularly throughout your visit
- Be patient and polite with our staff while you visit
- Notify us in advance, where possible, if you are delayed or unable to visit
- Accept that our services on site are limited
- Acknowledge that we may ask non-compliant visitors to leave
- Accept that Suffolk Archives has taken every reasonable step to create a COVID-19 secure building, and that we rely on the co-operation of visitors to follow the measures we have put in place to protect everyone's safety.

Please note that, as part of NHS Test & Trace, Suffolk Archives are asked to keep a secure record of your visit, which will be destroyed after 21 days. During this time your information may be shared with the [NHS test and trace service](#) if necessary. Thank you for your continued support, we look forward to seeing you soon.