



# Worshipping safely at Regent Hall: Q&A

Key information to keep our church family safe

## The booking process

### How do I book a place?

You can book a place [online](#) or offline by emailing [regent.hall@salvationarmy.org.uk](mailto:regent.hall@salvationarmy.org.uk) or calling 0207 6295424.

Please complete one application per household or support bubble\* as this will allow us to seat you together appropriately.

### How many places are there and how are they allocated?

In order to maintain social distancing inside the building, we can only allow a maximum of 50 people inside the main hall on the ground floor.

Places will be allocated on a first come, first served basis. We will be monitoring applications as they come in and draw up a seating plan, with space made as required for wheelchair users and pushchairs. We aim to seat households and support bubbles\* together.

If booking applications exceed 50 then we will assess whether we can open the balcony for those who are able to use the stairs.

### When does booking open and close for Sunday 6 September?

Booking opens on Thursday 20 August and closes on Wednesday 2 September.

### How will I know if I have successfully booked a place?

Bookings will be confirmed by email or phone on Friday 4 September.

### When will booking be open for Sunday 13 September and future Sundays?

For Sunday 13 September, booking will open on Thursday 3 September and close on Wednesday 9 September.

The same pattern will follow for future Sundays:

- Booking opens Thursdays, the week before the Sunday
- Booking closes Wednesdays, the week of the Sunday

### Can I book on behalf of another household?

You can book online on behalf of another household if they don't have access to the internet. Please ensure you make a separate booking to your own and use their name and details.

### Why do you need my contact information?

Contact details are needed for the NHS Test and Trace programme.

*Please get in touch if you have further questions. You can email [regent.hall@salvationarmy.org.uk](mailto:regent.hall@salvationarmy.org.uk) or call 0207 6295424.*

NHS Test and Trace helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus. In line with the programme's guidelines, contact details will be securely kept for 21 days, after which they will be shredded. For more information about NHS Test and Trace, [please see Government guidance](#).

### What do I do if I feel unwell after booking my place?

If you, or anyone in your household or support bubble\* has coronavirus symptoms, please stay at home and contact us to cancel your booking so we can give the place to someone else.

The main symptoms of coronavirus are:

- a high temperature - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste - this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

[Please check Government guidance](#) for more information about what to do if you have symptoms.

\* Support bubbles explained: If you live by yourself or are a single parent with dependant children - in other words, if there is only one adult in your home - you can expand your close support network so that it includes one other household of any size. This is called making a 'support bubble' and means you are able to have close contact with them as you could if they were members of your own household. For more information, [please see Government guidance](#).

## Sunday worship at Regent Hall

### Who can attend?

Only those who have booked a place can attend.

While we would love to see everyone at church, protecting each other's health is our primary concern. Government guidelines highlight that you may be at higher risk of severe illness from COVID-19 if you are over 70 or clinically vulnerable and so you are advised to stay at home as much as possible. For more information, please see [NHS and Government advice](#).

### What time should I arrive?

The meeting will start at 11am. Please try to arrive between 10:30am and 10:50am to help us manage social distancing.

While we understand that many people cannot walk, cycle or drive to Regent Hall, especially now given the Sunday congestion charge, please try to avoid public transport where possible to limit the spread of the virus.

### Do I have to wear a face covering?

Unless you are exempt, wearing a face covering is a legal requirement inside places of worship. Please see [Government advice](#) for more information about face coverings.

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### Why do I have to sign in?

Signing in helps us keep accurate records for the NHS Test and Trace programme.

NHS Test and Trace helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus. In line with the programme's guidelines, contact details will be securely kept for 21 days, after which they will be shredded. For more information about NHS Test and Trace, [please see Government guidance](#).

### Why are you taking people's temperature?

On arrival, the Welcome Team will be taking everyone's temperature with a non-contact thermometer.

A high temperature is one of the most common symptoms of coronavirus. Checking everyone's temperature will help us limit the spread of the virus as sometimes people are not aware they have symptoms.

If someone has a high temperature, they, and anyone in their household or support bubble\* will not be able to enter the building. If you have a high temperature, or live with someone who does, you should stay at home and self-isolate. [Please check Government guidance](#) for more information about what to do if you have symptoms.

### Will there be live music?

Government guidance limits opportunities for live music making. For the time being, there won't be any congregational singing, brass playing or group singing in the main hall, however, we will play pre-recorded music on the screen.

### Will there be children and youth activities?

While there won't be any children or youth activities on Sundays in the building for the time being, we would love to see under 18s attending with their families. We ask that parents and guardians supervise children at all times to help us maintain social distancing.

There will be some simple resources for children to help them engage with the service. Please take the pack away at the end of the meeting. You can find additional resources on our children's church Instagram page: @regent\_hall\_kids\_church

### Will there be open air services and an afternoon meeting?

For the time being, there will not be open air services or afternoon meetings.

### Will there be refreshments?

We will be unable to serve refreshments for the time being, however, you are welcome to bring your own drinks. Please make sure you take rubbish and any belongings away with you or place them in bins provided.

### Will there be an opportunity to chat and socialise?

People will be shown to their allocated seats when they arrive and, when the meeting ends, encouraged to leave as quickly and safely as possible, as guided by the Welcome Team. Unfortunately, this means there will be very limited opportunity for catching up with friends inside the building, however, people can meet afterwards outside the building following social distancing guidelines.

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### Will there be an offering so I can give my tithe?

We will not be handing round an offering plate during the meeting, however, should anyone wish to give their tithes and offerings there will be a fixed container for you to use as you leave.

### Will I be able to use the mercy seat?

The mercy seat will be available, however, social distancing guidelines will need to be followed.

### Can I use the Princes Street entrance?

Please only use the Oxford Street entrance so our Welcome Team can sign you in, take your temperature and show you to your allocated seat.

### What parts of Regent Hall will be open?

Only the foyer and main hall will be accessible for the time being. All other areas, including changing rooms, will be closed. Please observe the 'not in use' signs around the building and follow directional signage and guidance from the Welcome Team.

### Will the toilets be open?

There will be limited toilet facilities so you may need to queue. These toilets will have been cleaned before opening and disinfectant wipes will be available.

### What can I bring with me?

Please only bring what you need and keep belongings close by at all times. You may wish to bring a Bible and, while we are unable to serve refreshments, you are welcome to bring your own drinks.

### What if I have personal items at Regent Hall I need to take home?

If you need to access personal items that are outside of the main hall, please speak to a member of the officer team as we need to monitor use of 'out of use' spaces to make sure they are cleaned appropriately.

### Will the building be safe and clean?

To prepare for reopening the building for Sunday worship, a detailed risk assessment has been completed and signed off by divisional headquarters. We also have a team that has completed training to ensure we follow Government guidance and make our building and activities as safe as possible.

All parts of Regent Hall that will be in use for Sundays will be thoroughly cleaned before and after the meeting, including chairs, tables, toilets and key touch points such as doors. Hand sanitiser will also be available.

### How will social distancing be maintained?

In addition to limiting the number of people who can enter the building through a booking system, we have one-way systems and no-waiting zones clearly marked and allocated seating to distance households by two meters.

Our Welcome Team will also be on hand to advise people of health and safety guidelines.

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