



## COVID – 19 Frequently Asked Questions for Groups

### **What provisions are in place to ensure the safety of guests at Shaker Village?**

Shaker Village will be operating under state and local guidelines for crowd capacity limits. The Village has established attendance caps for each area of the site that will be below the Village's theoretical capacity in order to allow for proper social distancing. Upon entry into Shaker Village you will now check in with a staff member at the front entrance. The staff attendant will track which area of the Village you are planning to visit. Guests visiting Shaker Village can expect to see enhanced safety protocols upon entering the site:

- Signage and floor markers will be located throughout the property both indoors and outdoors.
- Dining areas will be adjusted to allow ample space between seated parties both indoors and outdoors.
- Six-foot markers will be located inside buildings to allow guests to observe exhibits and browse the shops while maintaining a safe distance.
- Capacity at indoor venues will be reduced to meet social distancing requirements and will be posted on outside doors. Staff will be stationed throughout the historic Village to observe capacity and to answer questions.
- Guests viewing outdoor entertainment or visiting farm animals will be separated by at least six feet.

A comprehensive list of all safety protocols can be found online at [shakervillageky.org](http://shakervillageky.org). These significant new changes are designed to improve the overall experience while keeping guests and employees safe.

### **Are tour groups required to wear a mask?**

As mandated by Kentucky Governor Andy Beshear all guests must wear face masks covering the nose and mouth throughout their visit, especially when entering any building onsite. If outside, a mask must be worn when a safe social distance of 6 feet cannot be maintained. Employees are required to wear face masks at all times.

### **Am I allowed to go into Shaker buildings?**

Some of our buildings are for overnight guests only, but over a dozen are open to the public for touring. To enter our historic buildings, you must pay an admission fee which can be purchased at the Welcome Center. We are currently following safe capacity guidelines provided by the Commonwealth of Kentucky to prevent the spread of COVID-19. Capacity will be posted where necessary with SVPH staff also providing guidance. You must also wear a mask when inside any building on our site.

### **Is there a limit on the number of people allowed in each building?**

Yes, we are following the state of Kentucky guidelines for capacity. For the Trustees' Table, inside dining room cannot exceed 50% capacity; however, we have increased dining capacity outside of the restaurant to accommodate more diners. Capacity for historical buildings will be posted where necessary, and staff will be monitoring this.

### **Do I have to keep a certain distance between myself and other guests/staff?**

We ask that all guests respect a safe, six-foot distance between themselves and all other individuals not from their household. Signage and floor markers will be located throughout the property both indoors and outdoors as reminders to keep a six-foot distance. Dining areas will be adjusted to allow ample space between seated parties both indoors and outdoors. Capacity at indoor venues will be reduced to meet social distancing requirements and will be posted on outside doors where necessary. Staff will be stationed throughout the historic Village to observe capacity and to answer questions. Guests viewing outdoor entertainment or visiting farm animals are also marked to maintain a safe, six-foot distance.

### **Bathroom capacity?**

While public restrooms are available at sites across the Village, occupancy may be more limited due to current safety standards. Please keep this in mind as you plan your trip to ensure enough time for your group to use the restroom. Also note that drinking fountains will not be available at this time, so bringing your own drinking water is recommended.

### **How much walking is incorporated in the private tours?**

All tours of Shaker Village are walking tours. Tours are typically based around the Historic Centre and guests must walk at least a short distance to each building. There are benches placed throughout the property and our programming team can tailor your tour to your group's specific needs.

### **How can I make a dining reservation?**

A reservation is highly encouraged due to our limited capacity. Please reserve your table [online](#) or call 859.734.5411. You may also order from our menu and pick up curbside. We also have takeout picnic food including sandwiches, chips and drinks available at the Post Office gift shop that you can enjoy onsite or grab and go. To order takeout from The Trustees' Table call 859.734.5411. If you have a group of 15 or more, you can contact the Event Sales department to make a reservation by calling 859-734-1558.

### **Are the buildings ADA accessible?**

Because of the historic nature of the Shaker Village property, the structures have not been modified to meet ADA standards for handicap accessibility. We do have a ramp to enter into our Welcome Center, a wheel chair lift to enter into the Trustees' Office for meals, and a ramp to board the Dixie Belle Riverboat but all other buildings will have stairs. Guests may also encounter large amounts of walking, uneven limestone walkways, and gravel pathways. Any guest using a walker, wheelchair, or crutches will be offered complimentary admission.

### **What Daily programs will be available if I schedule a self-guided tour?**

Shaker Village's typical, daily tours are still suspended due to safety concerns. Self-guided tours will currently include access to exhibits and other indoor and outdoor informational signage and displays.

### **What is the rain plan for outdoor tours?**

Our tours will go rain or shine. There are many buildings that guests can enter and tour, but you will still have to walk outside to travel from building to building. Capacity for historical buildings will be posted where necessary, and staff will be monitoring this.

### **What do I need to bring on a tour?**

You must bring a mask that covers your nose and mouth. As mandated by the governor of Kentucky, masks are to be worn at all times indoors and outside when 6 feet of distance cannot be accommodated. We also recommend bringing your own hand sanitizer and drinking water, as water fountains will not currently be available.

### **Where do I check in for a tour?**

Beginning June 15<sup>th</sup>, there will be an employee stationed at the entrance to the Village. This employee will guide your group to the Welcome Center where you will check in or meet with programming staff.

### **Is there group pricing?**

Shaker Village has two types of general tours for groups: **self-guided and guided**. If you choose a self-guided experience, \$10 per person, your group will get access to all of our historic buildings and educational exhibits. If you do a guided tour, \$12 per person, you get access to all of our historic buildings and educational exhibits as well as a 1-hour private tour with one of our tour guides. Please note that group pricing is subject to a minimum of 15 individuals.