

# THE JORVIK VISUAL STORY

Here at JORVIK Viking Centre, the health and wellbeing of our staff and visitors is of the utmost importance and we have introduced measures to ensure everyone can enjoy a safe and enjoyable visit!

We've been awarded the Good to Go certificate from Visit England; the industry standard for the tourism sector, highlighting a business is safe, clean and operating within socially distance guidelines.

## What you might see

When you arrive at JORVIK you may see one of our Vikings on the door. They may look like this one in the photo to the right but don't worry they are not real Vikings, just people dressed up to look like them.

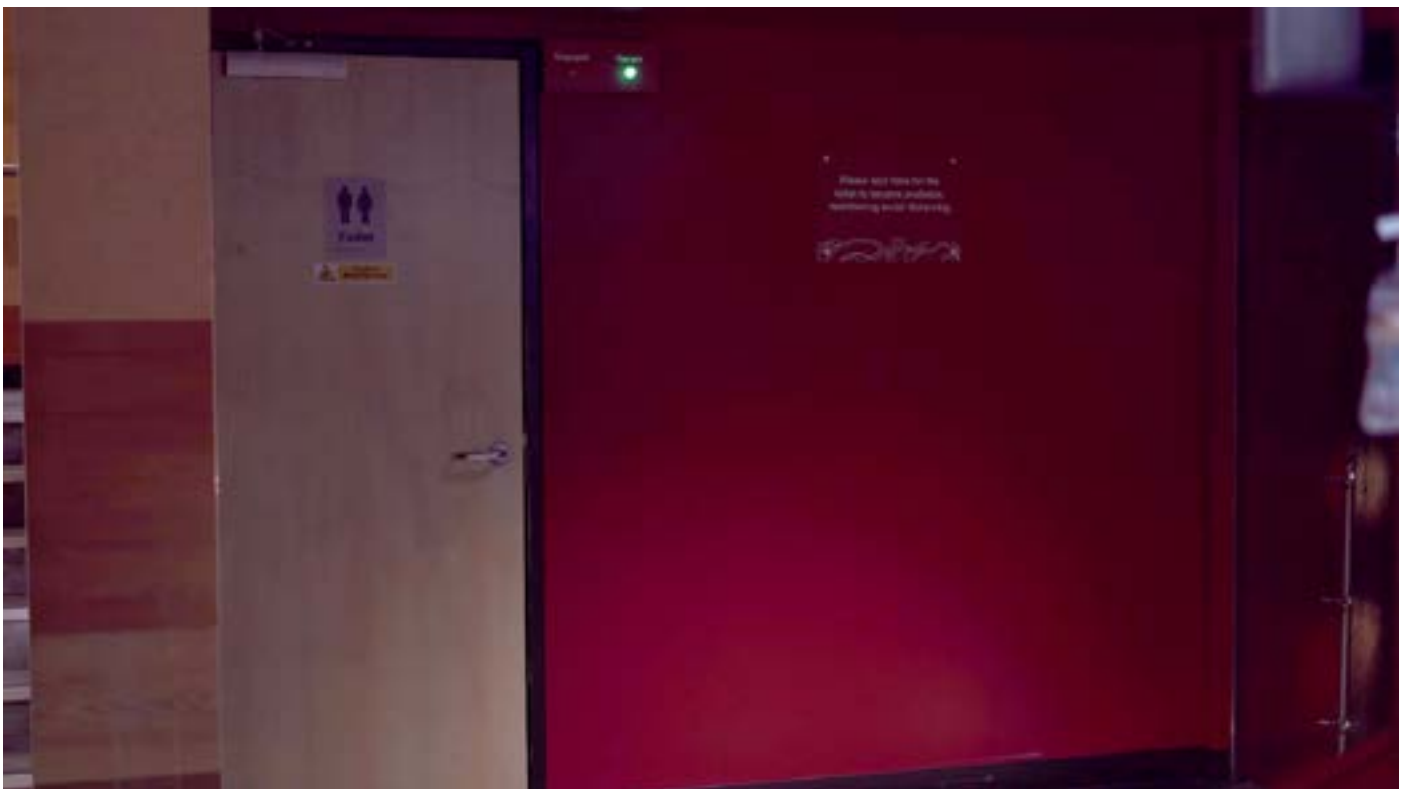


We're limiting our visitor numbers to make sure there's plenty of space inside and everyone has to pre-book their visit, so there will only be a short queue. You can pre-book your visit on our website [www.jorvikvikingcentre.co.uk](http://www.jorvikvikingcentre.co.uk) and will be given a designated time slot to visit. Before joining the queue, if you are showing any signs of Covid-19, please do not visit JORVIK. A member of staff will let you in to the centre when it is time.

This is our admissions area where one of our helpful staff will welcome you to Jorvik. They may look like the one in the photo, wearing a mask and their uniform, and standing behind a perspex screen. If you are pre booked on a tour, they will check your booking. If you are not pre booked on a tour, they will be happy to let you know when the next tour availability is, and book you on to it.



At the top of the stairs, there is a thermal camera which will measure your temperature as you enter the attraction. If it makes a noise, a member of staff will come to speak to you. We also ask that you use the hand sanitizer provided before making your way downstairs. Throughout your journey you'll find additional hand sanitizer stations. There's a one-way flow around JORVIK – please follow the floor stickers to stay a safe distance from other groups.



There is a unisex and a disabled toilet here, and this will be the only time you will have the opportunity to use it because of our one-way visitor flow.

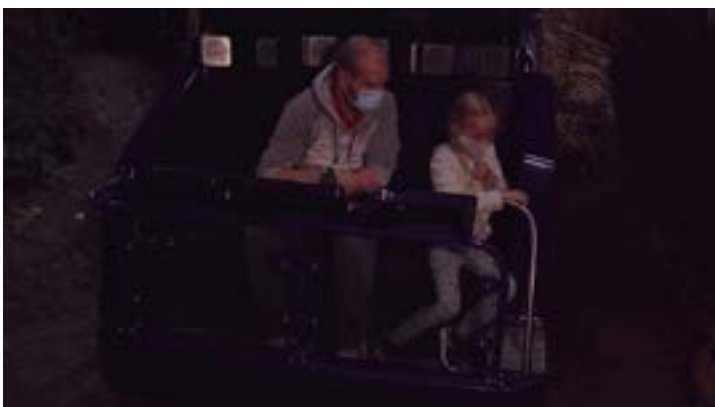
It's one-in, one-out, so if the lights show the toilets are in use, please wait in the clearly designated area and follow staff instructions.

This is the entrance to our ride. Each visitor group will be invited onto a separate time capsule, which has been fully sanitized for your use. Our Viking staff members will be wearing PPE and will need to move the handrail when you get on and off the ride, however they will remain as far back as possible from you, and will be regularly hand-sanitising. Please let them know if you would prefer to ride on the front row or the back row.



You will need to make sure you select your language. There is a whole selection of languages on the ride. We also have 4 different versions of English. Adults, Kids, Audio descriptive and closed caption. We recommend that everyone in the same row select the same version so that it minimises sensory overload and reduces the amount of voices talking at different times. If you don't select a language it will automatically select closed caption for you without any audio.

It is quite dark at the start of our ride. If you don't like the dark then let our Vikings know and they will give you a light. The first Viking you will see is our Hunter and his dog.



Our ride is a little bit noisy and smelly. This is to recreate a busy city in Viking times. The ride lasts about 16 minutes. It also has some moving figures on there. There may also be some real Vikings acting on the ride but this is only on the boat and they will not go near you.



This is the end of the ride. A Viking will help you get off your capsule.

Once you have left your capsule you will find yourself at the start of our Artefact gallery. In the first section you will see some skeletons in cases, a selection of artefacts in smaller cases and a screen which you can explore one of the skeletons injuries in more detail. Viking footprints will help you stay socially distanced from other groups.

During your walk through the galleries, our Vikings will tell you about many fascinating aspects of Viking life. They will be wearing PPE and are happy to answer any questions you may have.



You will also see some of our most famous finds in the display cases in the middle of the room. There is also a monitor where you can learn about Viking music and hear some of the instruments played. In the final section of our artefact gallery you will see a copy of the Middleton cross.

After the artefact galleries, you can either go upstairs directly to the shop or you can go through the door on the right, before the stairs, and go up in the lift.

We're limiting the number of people who can enter the shop, so you can safely browse and get some great souvenirs. We ask that you only handle items you intend to buy and we encourage contactless payments.

Our friendly Retail staff are on hand to answer any questions you may have.



## What you might smell

The Vikings were a very smelly bunch so you might notice that JORVIK smells too. These are the smells you should smell on your journey.

- **A Viking forest**
- **A blacksmith iron smelting**
- **A wood smell**
- **Fish**
- **Apples**
- **Burnt wood**
- **Leather hide**
- **Church incense**
- **Tallow candles**
- **And of course the man on the toilet.**

## What you might hear

- **Viking music**
- **Pigs squealing and snorting**
- **Talks from our Vikings**
- **Vikings talking in different languages on the ride**
- **Our talking displays and shows**
- **School children talking and laughing**
- **The mechanical noise of our ride**
- **Vikings striking coins with a hammer**
- **Tales from our Archaeologists from the Coppergate dig.**

## Something we can't plan for

Occasionally when you come and visit you may encounter what we call a 'code red'. A code red is when the ride stops moving. This can affect you in different ways depending on where you are on your visit.

If you are just arriving you may not be allowed in at the time of your booking although we can work round this and allow you into the first gallery should you need to get in on time for the purposes of routine.

If you are in the 'Discover Coppergate Gallery' then you would not be able to board the ride until it is fixed. This can sometimes be a really quick fix but alternatively can sometimes be an extended period of time.

**If this was the case you would be encouraged to visit the other galleries before you go to the ride or be allowed to leave the centre and come back later in the day.**

**If you are on the ride it may mean you have to sit still for a while on the ride until it is fixed. This should be no longer than 10 minutes max. If it was to be any longer than that then we would have to evacuate you from the ride but it gives you a close up look of all the wonderful things to see as you were being taken to the galleries.**

**If you do need any help with anything if this occurs on your visit then you should speak with a member of staff or the Manager for the day. We look forward to welcoming you to JORVIK Viking Centre very soon!**

