

For you're In-person services at KFSW Church

here's what you need to know

Before you arrive:

Q. What time do I need to arrive?

A. Our Sunday service will begin at the usual time of 10:30. **However, we ask you to arrive between 10am and no later than 10.20am** so that we're ready to live stream at 10.30am.

Q. Will I need a face covering?

A. Yes, unless there's a medical reason that you can't, everyone will need to wear a face covering within the building (11years +), so don't forget to bring your new face accessory with you!

Q. Do I need to bring my own hand sanitiser?

A. Not unless you want to. There are plenty of wall-mounted hand sanitisers around the building for you to use freely. Please sanitise your hands when first entering the building and when you enter a new room as you move around the building. Please note our hand sanitisers are automated and may take a second or two to dispense.

Q. Is it 1m distance or 2m – I'm so confused?!

A. 1 meter is considered safe if there are additional measures in place (e.g. a mask or facing the same direction). In a scenario where someone isn't wearing a mask (and there may be people who can't wear masks in C.H. for medical reasons) then 2 meters is advised.

Q. I haven't booked can I come to church?

A. We're so sorry to have to say this – but, no! It might take a little while to get used to, but it will become a new habit.... We just encourage you to book as soon as the Sunday booking option becomes available to make sure you can come.

Q. I've got a bit of cough but I'm pretty sure it's not Covid-19 – I've made my booking, can I still come?

A. Until you've had it confirmed that it isn't Covid-19 please don't attend a service in-person. It will really help if you can cancel your booking so that someone else can make use of the space – and please do let us know so that we can be praying for you.

Q. The worship hall is on the top floor – what if I need the lift?

A. Our lift will be in operation for those who need it. Because of the type of lift we have a member of our team will need to operate it for you. As the lift steward can only take one person in the lift at a time, do allow extra time for your arrival.

Q. Will I have to queue to enter the building?

A. We will try to get you into the building as quickly as we can but there may be occasions where queuing is needed (please socially distance – SD – as you queue). If this is the case, please queue round to the left of the building (as you face it). Don't forget your umbrellas on those rainy days!

Q. Can I bring my kids?

A. YES! When you make your booking just make sure you include them in your number (unless they're under 2 and going to be sitting on your knee).

While you're at Crescent House / KFSW Church

Q. What can I expect when I arrive?

- A. You will receive a friendly SD greeting from our welcome team when you arrive. A member of the admin team will also be there to register your attendance (track and trace). We're asking you to use hand sanitiser on arrival and every time you change room within the building. There's a one-way system throughout most of the building and floor signage is in place to help you get around.

Q. How long with the service be?

- A. The service will last just over an hour.

Q. Where will I sit?

- A. Seating has been arranged to allow social distancing. You are free to choose where to sit from any of the available seats that correspond with the number in your booking – seats that are unavailable are also marked. Please do not move or remove signs on the seats to ensure that we can maintain social distancing and help keep everyone safe.

Q. Can I use the toilets?

- A. Yes! Toilets are available but you may need to queue so please allow extra time for this. There is a policy of one in and one out for the toilets with a maximum of 4 in the ladies and 3 in the gents.... and yes, those face coverings do need to be worn! Please remember to sanitise your hands when entering and exiting the toilets - sanitiser is provided. The doors have been propped open to minimise contact, please ensure they remain open.

Q. Will there be worship during the service?

- A. A small SD group from the worship team will play/sing at the start of the service. However, congregational singing is not permitted for now..... but let nothing stop your heart from engaging!

Q. Will there be tea and coffee after the service?

- A. We miss catching up with you over a cuppa but we will be unable to provide refreshments after the meeting for a little while. Why not arrange to go for a coffee with someone after the service instead.

Q. Will I be able to give tithes and offerings at church?

- A. We like to encourage that tithes/offerings are given online whenever possible in order to reduce contact – For now, offerings will not be taken at church. If you would like information on how to do this please get in touch with us.

Other helpful info:

Q. Will people on the 'platform' have a face covering?

- A. In keeping with government guidelines, those on the platform are NOT required to wear a face covering whilst they are ministering. We've ensured that the recommended 2 metre distance from the platform (whilst it is in use) is implemented. When not on the platform, the pastors and worship team will wear face coverings too.

Q. How do I leave the building after the service?

- A. Signage is in place to direct you around the building, but the exit will be via the front entrance. Please give way to anyone entering the building. We know how much everyone loves to chat and catch up after the meeting, but please chat OUTSIDE the building..... or head for a coffee.

Q. Will we be taking communion at church?

A. We will not be taking communion at church for the time being but please do continue taking communion at home – there is power in remembering what Jesus did for us!

Q. I've booked but now I can't attend – what do I do?

A. Please cancel your booking so that the slot becomes available for someone else to make use of..... we hope we'll see you soon!

Hopefully that's covered any questions you might have but if there are any other questions you have please do get in touch with us and we will do our best to answer them.