

Birmingham Central United Synagogue Visitor Policy

Birmingham Central United Synagogue encourages tours according to the biblical command to welcome all visitors and show hospitality. Whilst welcoming visitors, we have a duty to protect the safety of our community and our visitors. All Synagogue staff and volunteers will act courteously towards visitors whilst maintaining the site's security. Please follow any instructions given promptly.

Covid-19

- Anyone with any symptoms of being unwell must not attend the visit.
- All visitors should use hand sanitiser when entering the building.
- If your visit is cancelled due to Covid-19, the standard cancellation policy does not apply. If we cannot rearrange your tour, a full refund will be issued up to 5 days before your visit. After that time, refunds will be decided on a case-by-case basis.
- All additional guidelines issued by the United Synagogue or the UK government must be followed.

Booking procedure

- All bookings will be made through the Visits Co-ordinator by returning the appropriate booking form to: tours@centralshul.com.
- Tours take place Monday, Tuesday, or Wednesday, starting between 10am and 2pm.
- Tours take approximately one hour. At time of booking, you may request up to an additional 20 minutes for questions.
- Informing us of any requirements that may impact your group members' experience assists our Guide in tailoring the visit to suit your needs.

Parking

- There is limited parking on the Synagogue forecourt. Cars must be pre-booked.
- There is one accessible parking space. It must be pre-booked.
- Coaches may stop outside the Synagogue for drop off and pick up only. We cannot provide coach parking and ask that your driver be aware of the need to plan to park elsewhere for the duration of your visit.

Safeguarding

All our Guides have completed comprehensive safeguarding training. Our Safeguarding Officer may be contacted via email: safeguarding@centralshul.com or ask a staff member for details if you need to raise a safeguarding concern.

- Offenders convicted for offences of a sexual nature will not be admitted.
- Offenders convicted for offences against the person will not be admitted unless pre-agreed extenuating circumstances exist.

Dress and behaviour code

All visitors are politely asked to respect the Synagogue's dress code.

- Males should wear a head covering. We can supply Kippah on arrival.
- All visitors are asked to dress modestly for a place of worship. School uniform guidelines are often sufficient.
- Visitors should ensure that mobile phones are switched to silent.
- No food or drink is allowed to be brought into the Synagogue grounds. See FAQs for further details.

Privacy and Security

- Any personal information you submit to us is safe and confidential. We store all your data on a secure server and never share your details. Any hard copy information is kept in a locked and secure environment and shredded once it is no longer required.
- We will only use your contact details in communications relating to your booked tour or to book future tours. You may ask us to delete your details from our contact list at any time.
- The Synagogue has a monitored secure entrance.
- The CCTV system covers many areas of the Synagogue and the surrounding area. The system may record your image during your visit.
- We have comprehensive evacuation and invacuation procedures to cover a variety of emergency and security incidents.

Payment, Cancellation and Refunds

- We accept cards, cheques, or bank transfers.
- The payment for your visit must be paid in full at least eight weeks before you attend unless alternative payment terms have been pre-authorized.
- Contact the Synagogue Office immediately if you cannot attend your booked visit. They will work with you to rearrange your visit dates or issue refunds as applicable.
- We will issue you a full refund up to eight weeks before your visit.
- We will issue you a partial refund between eight weeks and four weeks before your visit.
- Less than four weeks before your visit, we will not issue you any refund. Instead, you will be offered a credit note valuing 50% of the money paid to be used towards your next booking.