

### **Update on visitor services at HMP Norwich**

Social and Legal visits in a reduced manner are resuming at HMP Norwich as from Tuesday 28<sup>th</sup> July.

The visits booking line is now open and is operating within their normal times.

Monday to Thursday 10:00am – 12:00pm and 13.30pm – 16:00pm

Fridays 10:00am-12.30pm and 13:30pm – 15:30pm.

Please call **01603 708795** between the above times to book in your visit.

The Visitors Centre will only be open 15 minutes before each visiting session.

Visitors will need to adhere to the following guidelines during their visit:

- Visiting sessions will be reduced to between 45 minutes to 1 hour.
- A maximum of 3 visitors can attend each visit. All visitors must be from the same household.
- Visits will be strictly non-contact visits only.
- Face coverings must be worn at all times, including in the Visitors Centre and throughout the visit with the exception of children under 11 years of age.
- There will be no refreshments available in the Visitors Centre or the Visits Hall.
- Social distancing guidelines must be adhered to at all time. Children are able to visit but each family will need to ensure that children social distance throughout the visit.

If you have any questions you can contact a member of the Visiting Centre team by emailing:  
[norwichVC@spurgeons.org](mailto:norwichVC@spurgeons.org).