

## **OUR COVID-19 Policy    Woodlands Caravan Park**

We have made some essential changes to the way our park operates in order for us to comply with the Welsh Government restrictions and industry recommendations.

The safety of our staff and customers is always of the upmost importance and now even more so during this pandemic. Your co-operation with the new procedures during these unprecedented times is crucial to maintain the smooth running of the park.

Please bear with us during this challenging time.

We will be operating a contactless check-in with advanced bookings. Payment will be due before you arrive at the park.

### **Essential Items to Bring**

Due to current limitations of our operation please make sure essential items such as your wash items, hand gel, gloves, disinfectant, masks etc are brought with you, as our on-site shop will be closed.

### **Arrivals**

If you have any symptoms of COVID-19 before you are due to arrive then please contact the office so we can re-arrange your trip.

On entering the caravan park, please stop at the check in point sign. Please remain in your car and if a member of staff has not arrived to welcome you in the first few minutes then please ring the doorbell situated on the small gate on the decking by reception. We will then quickly check you in and direct you to your pitch.

Due to the government's contact and trace policy we shall keep a record of your contact details with arrival and departure date for 21 days.

All pitches are pre-allocated prior to your arrival to make the check –in procedure as smooth as possible.

A member of staff will hand you an information sheet and site map which you will have been emailed before your arrival. If you do not need a hard copy then please let us know.

If you expect to arrive after 6pm please contact us. We will then leave your site map and information sheet for you to collect. These will be pinned to a board by the reception.

## **Social Gatherings**

In Wales Social distancing is enshrined in law and must always be adhered to on the park. If you are holidaying with friends or family who are also staying on site on a different pitch, you must not gather together individually or as a group. You must keep apart at least in line with the Welsh Government social distancing restrictions which is currently is 2 meters. These rules are under constant review with the Welsh Government and could change at any time.

Although we have ample space, it is essential that all children are accompanied by an adult or kept in view of a parent/guardian at all times, as wandering around the site on their own is not permitted by the Welsh Government regulations.

## **Visitors**

Unfortunately, guests will not be able to invite or accept any visitors onto the site until further notice.

Any visitor found trying to enter or already on the site will be required to leave immediately ( Welsh Government regulation).

## **Drinking Water, Waste Disposal Point**

We have three drinking water points throughout the campsite.

Please adhere to the 2 meter social distancing rule when using the drinking water taps or the waste disposal point.

There will be a hand sanitiser by the taps and waste disposal point. We ask you to apply before using the taps and waste disposal point.

## **Taking responsibility**

Even though we will be implementing a strict cleaning routine, we also ask our customers to thoroughly wash or sanitise their hands before using the taps, waste bins or waste disposal point.

We all have a part to play in controlling the spread of this virus.

## **Reception, shower, toilet, washing up & laundry facilities**

Although the reception will be staffed, the reception building will be closed to the public. We are contactable by phone, email or by ringing the bell on the small gate to the decking on the reception.

The toilet and shower block will be open from the 25<sup>th</sup> July 2020. We are encouraging those who have on board facilities to use them to help alleviate queues to our facilities.

We are limiting the amount of people who can be in the toilet and shower block at any one time. We will be closing the facilities during the day to enable us to clean thoroughly.

## **Local food and activities**

As the lockdown restrictions are easing there are more and more local companies offering limited services such as takeaway food and outdoor activities. Please ask if you need further information about what is open.

## **Your Safety**

Please ensure that you carry hand wipes or sanitiser for the duration of your stay. Please use these when on the campsite, especially before and after touching water taps, waste disposal points, bins, play equipment, farm gates etc. If you intend to use wipes please dispose of them responsibly in the waste bins provided. Do NOT put wipes down the toilet as this will block our system.

## **Local Residents**

Given all the media hype during the outbreak it is not surprising that some local residents may be nervous of visitors from other parts of the country suddenly arriving in the area. Please maintain the correct social distancing when out and about and have respect for their private space. This will make your stay a far more enjoyable experience.

## **Reporting feeling unwell**

If at any time you become unwell or believe you have been exposed to Covid – 19 whilst on your holiday, then you need to isolate and call NHS Wales on 111 to inform them. Please also contact a member of staff at the Woodlands ASAP.

If someone in your party/family becomes unwell, you will be asked to return home immediately providing someone within the group is safely able to drive.

If the driver is unwell and is unable to immediately return home, everyone in the party/family MUST isolate in their accommodation until you are able to return home.

In the event of a suspected infection, you MUST keep all rubbish within your accommodation double bagged for at least 72hrs before it can be disposed of in a communal bin. If you are leaving before that time, you will have to take your rubbish home with you.

## **Check out**

There is no need to stop at reception to tell us that you are leaving. If you decide to go home early then please let us know.

## **Covid – 19 Cleaning routine**

The water taps, bin lids & waste disposal points will be sanitised at regular times throughout the day by a member of staff. This will be an extra precautionary measure on top of the hands sanitisers available.

As we will take every step possible to help combat this pandemic, we would ask everyone staying on the site to wash their hands thoroughly and as frequently as possible.

## **We hope you enjoy your stay with us**

We appreciate that there is a lot of information to take in. These are the procedures that we have put in place to meet the requirements and regulations of the Welsh Government. We will continue to monitor the regulations and will review the policy as and when needed to comply with up to date restrictions. As you will be aware, these restrictions are out of our hands.

If you have had your booking changed or cancelled during this crisis, we would like to thank you for your understanding and support through this challenging time.

We hope you enjoy your stay with us at the Woodlands Caravan Park. We have worked hard to make your stay as safe as possible and ensure that we abide by the rules. If you have any questions or concerns please feel free to phone us and we will be pleased to help.

Please keep this information accessible throughout your stay. If required please print this off and bring it with you for reference.