

Covid -19 Safety and Security



Customer Arrival and Stay information – Updated 26th July 2020

Further to the site opening on 13th July, 50% of shared facilities will be open from the 26th July, in full compliance with government advice.

It is a positive step as we work with the local community and following all government guidance and advice to adjust to our new normal.

The Health & Safety of ourselves and our guests is our first priority and we need full co-operation from everyone who comes onto the site to keep everyone as safe as possible. Please follow all on site advice during your stay. 2m Distancing will of course be in place and we respectfully request that everyone adheres to this at all times everywhere on the site.

It is highly recommended that you bring the following items with you for your own safety whilst on site:-

Soap, Hand Sanitiser, Disposable Gloves and Disinfectant. Face Masks/Coverings for the Chemical Toilet Waste point are of course allowed and this is a personal choice if it makes you feel more comfortable when using the facility.

Risk Assessments have been carried out and appropriate measures are planned to be implemented prior to opening.

We will not be operating at 100% capacity whilst we ease ourselves into the new normal so you can be assured that social distancing rules can be maintained throughout the whole site. There will be no more than approx. 20 units on site at any one time.

We are very much looking forward to being able to offer a warm welcome to our site and this document has been produced to inform and advise the new procedures that will be in place once we re-open.

Booking

1. Once your booking has been made either by telephone or email you will be contacted within 7 days prior to arrival to arrange to make payment over the telephone in advance of your arrival.
2. If the advice changes at any time between payment and arrival your booking can either be deferred or refunded.
3. Cash will not be taken on arrival.

Arrival on Site and Checking In

1. Please do not arrive on site until 2pm earliest, this enables us to carry out necessary cleaning and disinfecting to prepare your pitch for arrival.
2. On arrival at reception please remain in your vehicle and call Tania 07742913461 who will come to meet you.

3. Only one person to come into reception to receive pitch and check in information along with a barrier key to access the pitching area. The reception door will be opened for you and a screen is in place, along with 2m distancing.
4. Hand sanitiser will be available on the counter – Please use it on exit from reception.
5. The reception counter will be sanitised between customer arrivals.

Site facilities

The shower/toilet block will be open at 50% capacity allowing for social distancing. Please be considerate and take care using these facilities and wash your hands before leaving .

Only 1 person at the washing are at a time please.

The communal water taps, chemical toilet emptying point, waste water emptying points and dustbins will be accessible.

Please maintain a 2m distance at all times at the available facilities or even better do not go to them until there is no-one there! Due to the layout of our site it is easy to see.

Our serviced pitch taps will be cleaned between arrivals.

Communal Taps

1. Please wash your hands thoroughly with soap and water before and after using these taps.
2. Hand sanitiser is available close to each tap, please use it.
3. The taps will be disinfected at regular intervals during the day.

Chemical Toilet Emptying Point

1. Please bring disposable gloves to use this facility. Face Masks are at the discretion of you the guest.
2. Once finished dispose of your gloves in an adjacent dustbin.
3. Sanitise your hands. There is a wall mounted sanitiser unit in this area.
4. Please wash your hands thoroughly in line with advice on return to your unit.
5. The facility will be disinfected at regular intervals.

Dustbins

1. Please sanitise your hands once you have placed your waste into the appropriate dustbin (General waste and recycling bins available, (please tie all bags securely) and wash hands as soon as possible afterwards.

Dog Waste Bins

1. If you are bringing a furry friend please ensure you have a plentiful supply of dog waste bags. There are 3 bins on site for this purpose: 1 at the front of the site, 1 at the bottom end and a dedicated bin in the main bin area. Please use gloves if you need to use these bins.

Departure

1. Please vacate your pitch by 12pm as detailed to enable cleaning to be completed before next arrival.
2. Place your barrier exit key into the box by the reception front door, please do not close the lid. This ensures the unit does not have to be touched when leaving keys.
3. The barrier keys will be sanitised prior to the next use.

Important Additional Information

1. You cannot self isolate at this site.
2. We have a duty to protect our guests, local community and ourselves so if you or any member of your party has been exposed to anyone with the virus or are showing symptoms please do not come to the site. Please contact us to discuss alternatives.
3. If you are showing symptoms during your stay on site please notify us immediately by calling 07742913461.
4. For the additional safety of all guests and owners, visitors will not be permitted on site during your stay.

Thank you for your co-operation and we look forward to seeing you soon.
Tania & Stephen

