

Covid -19 Safety and Security



Customer Arrival and Stay information

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.

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 in place.

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 procedures that are in place.

Booking

1. Once your booking has been made either by telephone or email and payment details taken, a 30% non- refundable deposit will be collected. The balance will be debited once you have arrived on site. The card details are taken in advance to cover the site cancellation policy which is detailed on the Site Fees Tab on the Website.
2. If the site is forced to close due to Covid restrictions, deposits can be transferred to a new date.
3. Cash is permissible on arrival.

Arrival on Site and Checking In

1. You cannot check in on site until **2pm earliest**, this enables us to carry out necessary cleaning and disinfecting to prepare the site for your arrival.
2. On arrival at reception please remain in your vehicle and call Tania 07742913461 who will come to meet you.
3. Check in will take place outside wherever possible. If necessary to come into reception please wear a face mask and use the hand sanitiser provided on entry and exit.

Site facilities

The shower/toilet block is open. Please be considerate and take care using these facilities and wash your hands before leaving the facilities.

Cleaning – **The shower block will be CLOSED for cleaning between 11.30am – 1pm.** Strictly no entry will be allowed during this time. A cleaning sign will be placed outside, once this is removed the facilities will be ready for use.

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

For your own safety please maintain a distance at all times at the available facilities.

We have opened the onsite shop for essentials – Bread, Milk, Free Range Eggs, BBQ Meat, Ice Creams, Wines, Ales, Lager and Ciders available.

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.

Chemical Toilet Emptying Point

1. It is advised to 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.

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. A supply is available at reception if necessary. 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.

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.

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