



### **Staying with us in our Hire Fleet**

**All of our holiday parks are currently open and welcoming guests. We have outlined below some important information to make your stay with us as enjoyable and safe as possible.**

It goes without saying that our relationship with the local community is extremely important to us, and in addition to the below we would kindly ask that you all follow the Government guidance whilst visiting the area. This advice is published by the Welsh Government and may differ from other locations within the United Kingdom. See Appendix 1 for more details.

**Most importantly**, you should not travel to the park if you, or anyone in your household, have COVID-19 symptoms. If you develop symptoms whilst on the park, you must inform the Park Manager, follow the procedures set out by the Government, and make arrangements to return to your main place of residence immediately.

If you or anyone in your party have been identified through the Coronavirus Track & Trace programme and have been asked to self isolate, please contact us and we can change the dates of your booking.

If you are coming to visit us from an area which has been locally locked down, please ensure you follow the rules put in place. If this results in you not being able to travel, please call us and we will change the dates of your booking. If part of your group are unable to travel due to restrictions on households mixing, please contact us and we can arrange to amend, move or refund the booking.

#### **1) What to expect at the park:**

- Some of our facilities may remain closed until further notice, please contact your park before arrival to get an update on these.
- Our restaurants (The Tavern on the Bay and Molly's) are currently open and operating under the prevailing Welsh Government guidance. Please see their web site for opening times and procedures.
- Masks are required to be worn in public indoor spaces.
- NHS App – QR codes will be present at some indoor locations. We ask that you download the NHS App and scan the code on entry to help with the Governments track and trace service.

- Our entrance road barrier will be in place and operational, you will receive details before your arrival on its operation.
- Suitable signage will be in place, along with markings or lines on the ground where appropriate in order to ensure compliance with social distancing.
- Information leaflets will be put on hold, however, we can direct you to online sources of information should you require.
- You will be free to enjoy your stay at the Holiday Park provided that you observe the Government social distancing guidance that is in place at the time of your Holiday. You should also practice good hygiene and cleaning procedures just as you would at home.
- Our reception will be staffed as usual, however, the doors will remain closed and we encourage our guests to contact us via phone and email.
- If it is necessary to have a face to face meeting at reception, only one person at a time will be allowed to enter and a Perspex safety screen will be employed at the reception desk and hand sanitiser will be available.
- Please observe the park rules, including these recently introduced. These will be supplied to you prior to arrival and can be viewed on our web site. They include not meeting or gathering with friends in a social group, inviting or entertaining visitors or allowing children to roam unsupervised around the park so that they do not, albeit inadvertently, break the social distance rule.
- Bin Compounds - we ask that you wash your hands both prior to and after using the refuse disposal points. Hand sanitizer has been provided, please use this before and after depositing your waste in the bins provided. Please ensure that all bin bags are sealed when using the general waste bins.

## **2) Prior to your arrival:**

- You will be contacted prior to arrival and informed of the changes to our arrival procedures.
- Guests are advised to bring their own masks, soap, hand gel, gloves, toilet roll, disinfectant and sanitiser.
- Guests are advised to bring their own supplies of food and drink to help reduce reliance and congestion in local shops.
- All non-essential items will be removed from holiday homes.

- Every hire unit will undergo rigorous cleaning as per our new procedures. This will include ventilation, the use of a fogging machine to spray a fine mist of disinfectant, prior to cleaning.
- All staff will be trained in the new cleaning procedures, which will include the thorough cleaning and sanitising of door handles including cupboards, wardrobes etc. • door handles, but also push plates • light switches • remote controls • kitchen appliances and crockery • plug casings (switched off and done with care). • kitchen worktops, handles, taps, etc • thermostats • light switches • remote controls • hand rails • keys • floors • window sills and handles • hand rails • tables • chairs • bins • kitchen and bathroom walls • hairdryers, coat hangers • bathroom sanitary fittings • bathroom surfaces, handles, shower doors etc.
- Additional cleaning time has been allocated prior to check ins.

### **3) Procedure for arrivals at the park.**

- We will be providing safe check in and check out with minimized interaction and safe distances in place.
- Staggered check in times will be available.
- We will be operating secure key boxes at each hire unit to avoid the need to visit reception.
- There will be a welcome call, or video call if possible, upon arrival.

### **4) Departure Procedures:**

- We ask customers to strip their own beds, put linen and towels in a bag provided and put outside accommodation.
- We ask customers to open all windows in hire units (weather dependent) when departing.
- Place the key back into the key box using the same code.
- Contact reception by telephone to inform us of your departure.

### **5) Contacting Management in case of Emergency**

- Emergency contact details will be placed in all hire fleet units.



## APPENDIX 1 – General Government Guidance

please ensure you follow the Government advice which can be found here  
<https://gov.wales/coronavirus>

### Stay Alert:

We can all help control the virus if we stay alert. The general Government guidance is for you to:

- Stay at home as much as possible.
- Wear masks in public indoor spaces.
- Make use of the NHS track and trace App.
- Work from home if you can.
- Limit contact with other people.
- Keep your distance if you go out.
- Wash your hands regularly.
- Do not leave home if you or anyone in your household has had symptoms.

### Symptoms:

The most common symptoms of coronavirus (COVID-19) are the recent onset of a **continuous cough** or **high temperature** or **loss of change in normal taste or smell**. If you have these symptoms, however mild, you must **stay at home** and do not leave your house for at least **7 days** from when your symptoms started. If you live with someone who has symptoms you must **stay at home** and do not leave your house for at least **14 days**. If your symptoms worsen or are no better after this period of time you should contact NHS 111.

### General precautions to take include:

- **Washing your hands** more often than usual, for 20 seconds using soap and water, particularly after coughing, sneezing, and blowing your nose or after being in public areas where other people are doing so. Use sanitizer if that is all you have access to, this should have at least 60% alcohol content. Avoid touching your eyes, nose and mouth.
- Practice **Social Distancing**, this currently means maintaining a 2 meter distance between yourself and others not in your household.
- Practice good **respiratory hygiene**. To reduce the spread of germs when you cough or sneeze cover your mouth and nose with a tissue and throw in a bin, or your sleeve (not your hands) if you don't have a tissue. Then wash your hands using soap and water or use hand sanitising gel.
- **Clean and disinfect** regularly touched objects and surfaces using cleaning products to reduce the risk of passing the infection on to other people.