



## COVID 19 Procedures

In light of the current COVID-19, we wanted to take the opportunity to reach out to our future guests to let you know about our plans and preparations.

**Please do not travel to the park if you or anyone in your party or household has COVID 19 Symptoms**

During the lockdown period we have used the time to implement significant improvements to the park infrastructure and developed new plans and procedure to ensure your safety and the safety of our staff. Obviously, things are going to be a little different for a while, but we are grateful for your understanding and cooperation in these tricky times.

This guidance is a temporary addition to our park rules.

### Arrival

We insist that you pack essential shopping items such as soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser from your home supplies.

If there is a balance to pay on your stay, we will contact you to take payment over the phone 48 hours before your arrival date.

To ensure social distancing rules can be observed, we will be limiting the number of guests allowed in the office area to one and are operating in a cashless way – payment for any extras by card only.

Please ensure on arrival that you have your booking reference and ACSI card if booked through the scheme. Failure to provide any of these on arrival may alter your remaining balance.

### On-Site Facilities

All shared facilities are now open, we do ask for your cooperation in maintaining the 2m social distancing. Therefore, please be aware of your own space and please be mindful when entering any potential confined spaces, such as the shower block, waste disposal points, washing up area, bin area or laundry room.

Service points on all pitches will be thoroughly cleaned prior to your arrival.

Whilst we are following a rigorous cleaning regime, it will be your responsibility to provide your own PPE as you feel necessary whilst on the park.

### Information and Hygiene

We will be displaying signage around the parks to remind our guests about social distancing and hygiene practices.



***If at any point you or any members of your party begin to feel unwell or display symptoms of COVID-19 during your stay, please do not visit any of our public access spaces and self-isolate in your unit. You should then contact the team by calling 01745 530099 (Please leave a message if outside office hours)***

## The White House

The White House will reopen for take aways on the 31<sup>st</sup> of July, ordering will be via our website. And eat in meals will be available from 3<sup>rd</sup> August, please book a table online. [www.whitehouserhualt.co.uk](http://www.whitehouserhualt.co.uk)

## The White SPA

Our beauty therapist Lauren will be returning on Thursday 6<sup>th</sup> August, please see the treatments we are offering online [www.whitehousespa.co.uk](http://www.whitehousespa.co.uk).

Unfortunately, we have not been given a reopening date for the Gym and Swimming Pool by the Welsh Government so this must remain closed for the time being.

## Social Distancing

Guests will be expected to adhere to the current social distancing guidelines. Please limit interaction between pitches. From 4<sup>th</sup> July, two households are permitted to gather indoors or outdoors but gatherings of more than 6 people from more than 2 households should not take place, even outdoors.

All our pitches are large and spacious, enabling ample social distancing. However, we do ask that all guests follow our pitching instructions to make sure this is achieved between touring units.

No outside day visitors will currently be allowed to enable us to control the number of visitors on the site.

## Local Community

We kindly ask that you respect social distance in all contacts outside the park. Local relationships are important to us all and some are understandably apprehensive about the potential impacts of returning visitors; they will need reassurance demonstrated by your thoughtfulness.

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*Thank you for your co-operation, we hope you enjoy your stay with us!*

NEW	06072020
Re-opening of Shared facilities	27072020