



COVID 19 Procedures

In light of the current COVID-19, we wanted to take the opportunity to inform 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

Local Lockdown 1st October 2020

Following a sharp increase in coronavirus (COVID-19) cases in the Denbighshire County Council area, new restrictions have been introduced to reduce the spread of the virus and protect public health for people living in the area.

The restrictions come into force at 6 pm on 1 October 2020 and will be kept under review.

The main restrictions are:

- people will not be allowed to enter or leave the Denbighshire County Council area without a reasonable excuse
- people will no longer be able to form, or be in, an extended household (sometimes called a "bubble")
- this means meeting indoors with anyone who is not part of your household (people you live with) is not allowed at the moment, unless you have a good reason, such as providing care to a vulnerable person
- all licensed premises have to stop serving alcohol at 10:00pm and must close by 10:20pm

Following Welsh Government guidelines campsites and caravan parks have **not been forced to close**. But we will require a 'reasonable excuse' to justify the stay if your permanent residency is outside Denbighshire.

Please see below link for further information.

<https://gov.wales/denbighshire-county-lockdown-frequently-asked-questions>

This guidance is a temporary addition to our park rules.

Face coverings

Face coverings are required in all indoor public places, for both customers and staff working in those indoor public areas. This includes a very wide range of locations, such as shops and shopping centres, places of worship, hairdressers and salons, cinemas and museums, gyms and leisure centres, and anywhere that is open to members of the public.



It would also include any public areas within buildings that are otherwise closed to the public – for example a reception area of an office building.

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)

Social Distancing

Guests will be expected to adhere to the current social distancing guidelines. Please limit interaction between pitches. From 4th 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.

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

NEW	06072020
Re-opening of Shared facilities	27072020
Local Lockdown	1/10/2020