



COVID 19 Policy

Reopening after Firebreak Lockdown Monday 9th November

Following Welsh Government guidelines caravan parks **Rhualt Country Park will reopen on Monday 9th November 2020**

The Welsh Government Guidelines state:

Visiting places

I do not live in Wales, can I travel to Wales for a holiday or to visit family and friends?

In general, no. Travel into Wales is not allowed without a reasonable excuse, for example travelling for work purposes. Visiting family and friends (other than as part of an extended household) or having a holiday is not currently considered a reasonable excuse, although we hope to be able to welcome you in the not too distant future.

People travelling to Wales from elsewhere in the UK or from abroad must have a reasonable excuse to enter and remain in Wales and must follow all relevant regulations in force in Wales, as explained in this guidance.

People who do have a reasonable excuse to travel from abroad must follow the requirements set out in the [travel guidance](#). If you are required to isolate because you have travelled from a [non-exempt country or territory](#), you must follow the requirements set out in the [travel self-isolation](#) guidance.

After the travel isolation has ended, you should then follow the regulations in force in Wales as set out in this guidance.

I do not live in Wales. Can I travel to Wales to secure my caravan for winter?

A caravan owner from elsewhere in the UK may return to collect their belongings and secure their caravan for winter. However they should agree a time and date to visit the site, whilst on site they must continue to observe the social distancing measures, and they are not permitted to stay overnight while these travel restrictions are in operation.

I live in Wales, can I go on holiday in Wales or the rest of the UK?

You are allowed to go on holiday within Wales if you live here, but not to enter Wales from elsewhere for that purpose. A holiday is not one of the permitted reasons to leave Wales under the Regulations, whether that is elsewhere in the UK or abroad.



If you have pre-booked – and paid for a holiday – we would advise you to contact the travel agent or travel company to discuss the current situation in Wales and the restrictions which have been put in place by the Welsh Government to restrict non-essential travel. You should also contact your travel insurer to discuss the situation – while many insurers have designed policies with coronavirus exclusion clauses, some annual policies may cover this situation.

What kind of accommodation is open in Wales?

All accommodation can now open, but **measures must be in place** to protect people from coronavirus.

Can I take my caravan/motorhome to stay in a caravan park?

Yes – caravan parks are able to open to Welsh residents. Parks are able to open their toilet, shower, pot wash and laundry areas for caravanners and campers, subject to measures being in place to ensure physical distancing and appropriate cleaning.

Can I go camping?

Yes – campsites are able to open to Welsh residents. The toilet/shower blocks, pot wash and laundry areas for campers will also be open subject to measures being in place to ensure physical distancing and **appropriate cleaning (on GOV.UK)**.

Who can I stay with in holiday accommodation such as hotels, tents, caravans or self-catering accommodation?

You will only be able to share holiday accommodation with the people you live with. This helps to reduce the risk of coronavirus being transmitted significantly, as sleeping in close proximity to other people carries a high risk of transmission due to the length of time you spend near each other.

Please see below link for further information.

<https://gov.wales/coronavirus-regulations-guidance#section-46351>



COVID 19 Policy

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

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
Firebreak Lockdown	20/10/2020
Reopening following firebreak lockdown	05/11/2020