



## COVID 19 Policy

### Coronavirus Alert Levels

Following Welsh Government coronavirus control plans there are four Alert levels, the current alert level will be displayed below.

**Please follow these guidelines when staying at the park.**

For further information please see below link

<https://gov.wales/covid-19-alert-levels>

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We also have site specific measures in place, please ensure that you read this guidance before visiting the site and adhere to these rules' whilst staying with us.

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### Park COVID 19 Rules

**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.

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
Local Lockdown	1/10/2020
Firebreak Lockdown	20/10/2020
Reopening following firebreak lockdown	05/11/2020
Alert Levels	18/11/2020
Alert Levels Link Update	31/02/2021