

## COVID 19

**Cancellation policy during COVID19** – If our park is forced to closed due to local restrictions, we are more than happy to transfer any payments made to a later date in 2022 or 2023. Our 2022 booking diary is now open. You will not lose your deposits or other money paid under the circumstances mentioned above.

If you become ill due to Covid19 before you arrive, or if your area goes into a local lockdown, please claim any payments made from your travel insurance.

### **Covid – 19 Safety Measures at Petwood Caravan Park**

“We’re Good To Go”

This means that we can demonstrate that we are adhering to the respective Government and public health guidance, have carried out a COVID-19 risk assessment and checked that we have the required processes in place.

We have implemented a number of corona virus safety measures to help protect you and ourselves, but we cannot do this without your cooperation.

We are doing everything we can to be COVID19-secure and are following guidance locally and country wide

**We want you all to enjoy your stay at Petwood Caravan Park, so please, please, please, follow all on-site guidance closely, and be respectful, considerate, and courteous to each other at all times, PLEASE take note of the advice and guidance from the management and wardens and any governmental guidance.**

If you know you have been exposed to the virus, and/or, if you or any member of your party are exhibiting any symptoms of the virus, please do not travel to us.

Please respect that we have a duty of care to all our guests, local community and cannot risk getting sick ourselves.

You **cannot** self-isolate at Petwood Caravan Park.

Finally, if you have any other concerns or questions, then please don’t hesitate to get in touch. This is a very strange time for us all, and we’re all learning to adapt to the new normal.

Please note:

- Across the park, cleaning routines have been stepped up and comply fully with government guidance for cleaning in non-healthcare environments. This will include regular cleaning of all hard-surfaces and touch points such as door handles, taps etc.
- Additional hand sanitizing stations located throughout the park.

### **Our new arrival procedures**

Please pay before arrival if possible however, card and cash payments will be accepted on arrival.

Please, please do not come if there is any chance you may have the virus.

### **Check in**

Arrive at park as usual, stop at reception, especially if you do not know where your pitch is, a warden or the manager will see you and come and show you to your pitch.

### **Reception:**

The reception is open, however we request that you wear a mask in this small reception space.

Our shop is open for sweets, ice cream etc we have placed hand sanitizer in this building please use it.

Please throw away any brochures you pick up, do not replace them.

### **Shower & Toilet Block:**

Our toilets and shower facilities are open. There is an increased cleaning schedule, opening / closing times We do ask however where possible please use your own on board facilities, and **wear a mask when in the toilet facilities.**

### **Waste & Chemical Disposal:**

Sanitizing hand gel is provided at the chemical emptying point

Please tie your waste bin bags shut, and place them in the bins provided. **DO NOT** put glass of any kind in the green bins, there is a separate bin for glass. Otherwise we have to take out any glass in the green bins by hand before collection.

Please wear disposable gloves and a face mask when using these facilities. Also remember to wash your hands as soon as possible after using these facilities.

### **Park General:**

We request you leave before 12pm, this will give us time to clean the bollard on your pitch. We use Milton Professional Disinfecting Liquid to spray each bollard before the next guests arrives.

You must leave a minimum of 6m between you and your neighbours when pitching your van.

### **What you our guests can do**

Enjoy their caravan/ motorhome and the area of their pitch and public footpaths/ cycle routes through and around the park.

Bring soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser – just to be on the safe side.

Please, at all times, show consideration and respect for our local community.

**Departure** - is by 12pm unless a late check out has been agreed. This gives us time to prepare the pitch for our next guests.

**Feedback** You will receive an email 2 days after leaving, please keep an eye out for this, and if you can spend 10min completing the questionnaire we would be most grateful. If you have any issues whilst on the park, please let us know, and we will do whatever we can to rectify this.

### **Questions or queries**

If you have any questions or queries regarding your stay, or any aspect of our COVID-19 Secure procedures, please do not hesitate to get in touch with the wardens or manager.