

COVID-19 INFORMATION FOR ALL GUESTS

Welcome to
TUDOR
CARAVAN PARK

Information Subject To Change – This Version 1st July 2020



We're delighted to announce that **Tudor Caravan Park** has been awarded **Visit Britain's Good To Go** Certificate.

“We're Good To Go” is the official UK mark to signal that a tourism and hospitality business has worked hard to follow Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.

You should not travel to the park if you or anyone in your household has COVID-19 symptoms.

Pre-Arrival Procedures

You will receive a balance reminder email 2 days before your arrival. Balances should be paid via the link in the email. This applies to all guests and will mean that check in can be contactless to protect guests and staff. Bookings now require details of people in your party to ensure we know who is on site

You will be asked to confirm that you don't have any of the known symptoms of Covid19. Please, please do not come if there is any chance you may have the virus

Arrivals Procedures

There may be changes to the time that guests can arrive, to reduce bottlenecks and tailbacks at the main gate. If this is the case, you will be informed before arrival.

- At busy times, the Main Gate will be manned and you will be directed in a socially distanced manner, otherwise...
- Arrive at entrance as usual, come through the Main Gate and close it behind you.
- Most visitors will have paid in full in advance. Your arrival details will be in the Notice Board outside Reception for you to take. Once you have these, you may proceed to your pitch without queuing for Reception. Even if you have booked with 'Select-a-Pitch' please collect your pitch instructions as there may be additional last minute information provided.
- If you have not paid in full in advance, please join the queue outside Reception and maintain social distance. One customer at a time in Reception.

Main Changes

- Our toilet, shower & laundry facilities are allowed to be open, but **we still strongly urge guests to use those in their own units wherever possible** to reduce the risks of virus spread.

Other Changes

- Disabled Keys will be sanitised and available at Reception
- Wifi can be purchased on your phone/device. Select **Tudor Guest WiFi** from the available options or go to **wifi-login.co.uk**

What we're doing to reduce the spread of infection

- Enhanced and more frequent cleaning regime
- Measures to reduce as much person to person contact as possible
- Additional signage to remind guests to respect social distancing at all times
- Plenty of hand sanitiser around the park

What guests can do

- Enjoy their caravan/accommodation and the area of their pitch and public footpaths/ cycle routes through and around the park
- Walk freely on the park, at all times observing social distance from other park users and staff
- Bring your own soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser, PPE – just to be on the safe side
- Payments can be made over the phone or via contactless card at Reception or via an online payment link (at your request)
- Talk to any of our park team but always observe social distance
- Please show consideration & respect for our local community and observe social distancing at all times

Please do not

- Meet or gather with friends in a social group, in line with current government guidelines
- Invite or entertain visitors from outside the park
- Allow people from outside your household into your accommodation

Your responsibilities

- Please do not visit us if you or any member of your household have Covid19 symptoms
- Please respect social distance in all contacts inside and outside the park
- Please show consideration to our local community. Local relationships are important to us & some are understandably apprehensive about the potential impacts of returning visitors
- Your accommodation should only be used by members from the same household
- Young children MUST be accompanied by an adult
- No social gatherings of more than the current recommended number
- No visitors will be allowed access to the park at any time, until further notice (excluding AA/RAC & supermarket grocery deliveries)
- Our team are our most precious asset, without whom the park will need to close, so please do refrain from prolonged interactions, so that everyone can feel safe and remain healthy
- If you feel unwell at any time with symptoms of Covid19, you must leave the park immediately, without interacting with anyone else. Please contact the park as soon as possible to let us know

Changes to facilities on offer

- Some facilities will be reduced:
- Some toilets, showers & sinks will be open. We have reduced them to a manageable number to enable more frequent and robust cleaning regime.
- No hand dryers – hand towels available – we suggest you use your own towel.
- Dishwashing – sinks available reduced to allow for social distancing measures
- Freezers not available until further notice
- Washing machines / Dryers - available as normal – please respect social distancing measures
- Tourist information – open but one customer at a time to respect social distancing

Reception (one person at a time, at all times)

- Queue marked outside – please observe social distance – do not block the doorway
- Open for essential enquiries only. Reduced hours posted on Reception door.
- Possibly closed at other times dependent on staffing requirements / illness etc
- Online bookings are suggested.
- Other enquiries to be made by email preferably (if complicated by phone: 01453 890483)