



NEW COVID-19 MEASURES

In line with Government and Industry recommendations, we have made some essential changes to the way our park operates in order to re-open.

Your co-operation with the new procedures during these unprecedented times is essential to our re-opening and to ensure the safety of our guests, staff and local residents.

We have highlighted below the most important changes. Whilst we recognise that some of these changes may be less convenient, they are essential to ensure we remain compliant with guidelines. We are happy to look at re-booking your holiday to a later date if you feel you will not be able to adhere to the changes. If this is the case, please get in touch via email.

Reporting feeling unwell

If you or anyone in your household has symptoms of COVID-19 **YOU MUST NOT TRAVEL TO THE PARK**. You should contact us by email so we can re-arrange your visit. If at any time you become unwell or believe you have been exposed to COVID-19 during your stay with us, then you need to call NHS 111 and also report it to reception by calling 01647 231648. You should isolate in your accommodation and keep 2 metres away from anyone on the park.

Shower blocks and washing up facilities

To ensure an adequate level of social distancing, shower and toilet facilities on the park are being limited. If you have a bathroom and washing up facilities in your caravan or motorhome we would ask you to use these and not the shared facilities on the park. If you do not have self-contained facilities, you may experience some delays due to the restricted number of showers/toilets being made available. A queueing system will be in operation if facilities are in high demand. **PLEASE HELP US BY ADHERING TO ALL SIGNAGE**. The shower block will be closed twice a day for a deep clean using enhanced cleaning products in line with guidance. In addition, staff will be checking facilities for cleanliness regularly throughout the day. Antibacterial spray will be provided in the shower facilities for use by guests. It is extremely important that you do not use your own chemical products in our facilities as this may damage our sewage treatment plant.

Laundry/Freezer/Coffee machine

Access to the laundry facilities will be restricted to guests staying for longer than 7 days. This will need to be arranged via reception. The freezer and coffee machine will not be available for use for the time being.

Local Community

Local communities in tourist areas have been reported as being nervous regarding a sudden influx of people into their neighbourhoods. Please show consideration and understanding and come prepared with your provisions where possible to avoid over stretching local shops. Food deliveries will not be allowed on the park and will be asked to remain in the car park whilst you collect your delivery.

Arrival times

Check in times are strictly between 1pm-8pm. We are unable to offer any early or late arrivals. **PLEASE DO NOT ARRIVE BEFORE 1PM** as this will cause congestion and we have no waiting area at the park.

Contactless check in procedure

Once you arrive at the park, please wait in your vehicle for a member of staff who will provide you with the necessary details to allow you to access your pitch. Please do not come into reception on arrival, we will come to you in your vehicle.

Visitors

Visitors will not be permitted on the park at any time.

Social gatherings

Social distancing will apply at all times on the park. If you are holidaying with friends or family staying on other pitches you must not gather as a group in a caravan or motorhome.

Onsite shop

Our shop will be open, stocking basic provisions together with ice cream, wine and beer etc. We will only be allowing 1 guest in the shop at a time and we are operating a cashless system.

Personal safety

In addition to the hand sanitiser stations provided by us, please ensure that you carry hand wipes or hand sanitiser for the duration of your stay. Please use these when on the park especially when touching keypads, door handles, gates and bins etc. You should dispose of wipes in bins provided and not flush these down the toilet as this damages our sewage treatment plant.

Taking responsibility

Everyone on the park has a part to play in helping maintain a safe environment. As owners, we can help by putting in place procedures but it is vital that everyone follows Government guidance and consideration to all is essential.

We hope you enjoy your stay

We feel sure that if we all work together and respect and adhere to the new “rules” then we are confident you can enjoy a “Covid secure” break at Woodland Springs Touring Park!

We look forward to welcoming you here as guests.

Peter and Fiona Hughes