

Overview of how we keep our customers safe from Covid-19

Camping

25/07/2020

1. All bookings will be taken on-line or over the phone with card payment or bank transfer
2. Designated toilet per one family group with key access only– which all surfaces and touch points are deep cleaned before arrival, you are asked to clean as you go and a deep clean will be carried out once a day.
3. Campers are asked, not to arrive earlier than the agreed time, if this is unavoidable please do not leave your car until your health checks can be carried out and you are shown to your camping area.
4. Temperature checks will be carried out on arrival and a completed health check form will need to be handed in on arrival. If one person is displaying any symptoms the whole group will be refused entry and given the opportunity to re-book once they are all symptom free and have adhered to the government self-isolation period. Re-booking cannot be taken any earlier than 14 days after first symptoms appear.
5. If hiring our bell tents, each tent will be disinfected using an antibacterial fogging process and will not be used for 72 hours between bookings.
6. If hiring our kitchen facilities, you will be given time slots for use and asked to clean as you go: as this facility is a multi-use area, the kitchen will have all touch points cleaned regularly and will be disinfected using an antibacterial fogging process daily if more than one group is using it.
7. If hiring a stable room, it will be a sole use, it will be disinfected using an antibacterial fogging process prior to use, once the facility is finished with it will have an antibacterial fogging process done and left for 24 hrs.
8. All staff will have temperature checks before starting work and sanitise their hands regularly.
9. Any camping groups that arrive on site that do not adhere to the government guidelines re-being from the same household/social bubble will be asked to leave.
10. All Camping groups must have an appropriate adult must supervise under 18s at all times, any disabilities that require extra help will need to provide their own carer.
11. All Staff will have Covid-19 training and carry their own PPE, they will not break the 2-meter rule unless an emergency happens, they will have a mask and gloves available at all times.