

## Holiday Homes Terms and Conditions:

- Please do not come if you are unwell with a new cough, temperature, loss of smell and taste
- If you become unwell whilst on the park with the above symptoms, please visit <https://www.nhs.uk/conditions/coronavirus-covid-19/> for the latest details on what to do and how to get tested and contact reception by telephone
- Social distancing must be maintained – 2 metres where possible, 1 metre where not possible, face coverings should be worn inside where social distancing is minimal. We suggest you bring your own hand sanitiser and face covering. There will be hand sanitisers throughout the park and strict cleaning procedures
- **Check-in time will now be 5.00 pm** this is to allow us time to thoroughly sanitise your caravan. **Please do not arrive on the park before this time. We will ring you in the afternoon to tell you the barrier code. Your sanitised key will be in your caravan and we will give you directions to it.** We are now having two changeover days, Saturday and Sunday, please make sure you know which day you are arriving
- **Check-out time is by 9.30am.** Weather permitting, please open all windows and leave the door open on departure. Please drop the key into reception when you leave
- Reception will be open, only one of your party can come into reception.
- Your caravan will have been thoroughly sanitised, with all non-essential items removed. **Please bring your own pillows and linen. We will provide duvets, unless you wish to bring your own, please inform us**
- If you need assistance during your stay, please contact reception on 01271870381 and a member of our team will attend in suitable PPE. Please leave the caravan, or if not possible go into a separate room from the problem and close the door. All touch points will be sanitised on departure
- The shop will be open with social distancing and limited hours. There may not be as much stock as usual.
- The laundry will be open with a maximum of two people in at any one time. The machines, door handles, taps etc will be sanitised on a regular basis.
- The public phone box is no longer in use, please go to reception in an emergency
- The play areas will be open, please use hand sanitiser and supervise your children at all times