

Newberry Valley COVID Terms & Conditions

PLEASE READ THESE TERMS & CONDITIONS FULLY AS YOU WILL HAVE TO AGREE TO THEM FOR YOUR BOOKING TO BE ACCEPTED – they are for your safety & protection as well as ours.

We take the health and safety of our customers and our staff very seriously and so we have completed a risk assessment and implemented the following new procedures and rules to minimise the risks.

General Terms

1. **It is critical that you DO NOT travel to the park if you or anyone in your household has symptoms, or if you have been in contact with anyone who has COVID-19 in the past 14 days.**

So please... do not leave home in this instance, call us to let us know your situation.

Credits may be considered under these circumstances.

2. We have hand sanitiser available:
 - outside reception
 - at the entrances and exits to the main amenities block
 - outside the Fir field toilets and dishwash

We have soap dispensers in every washroom & shower room however, these are not available in the dishwash or laundry areas. Please use your own soap in these places.

3. We have increased the frequency and intensity of cleaning in the amenity blocks, reception area and all around the site to minimise the risks for our guests and staff.
4. Given the strict guidelines around social distancing, we have placed clear signage in the relevant areas of:
 - reception
 - shower & toilet facilities
 - dishwash area

We can't, of course, mark every part of our site so we ask you to remain mindful of the need to socially distance as you walk around the site.

5. Please **DO NOT allow children to roam unsupervised** around the park so that they do not, albeit inadvertently, break the social distance rule.

Our playpark is currently NOT legally allowed to be open. This may of course change in time.

6. You can use the outdoor spaces of your pitch for recreational purposes, for example to sit, relax or have a picnic or barbecue - alone or with members of your household and/or members of up to two other households at a time.

Customers are requested NOT to invite or entertain visitors not staying on site

When you meet other households, who are also staying with us onsite, in the outdoors you should:

- stay at least 1+ metres away from other people apart from members of your household
- maintain hand and cough hygiene
- avoid touching hard surfaces such as gates, walls, fences and park benches with your hands
- wash your hands frequently

- take a hand sanitiser with you and use it often, especially before eating or after touching surfaces
- not share food or utensils – if eating, each household should bring, prepare and eat their own food separately.

Our wardens do not want to spoil your fun but will have to monitor and manage any groups of families and friends in terms of both COVID regulations and noise control.

Please ensure that you are courteous and respectful to our staff at all times. We will not tolerate any inappropriate behaviour.

7. Local relationships are important to us and some of the residents are understandably apprehensive about the potential impacts of returning visitors. We therefore urge everyone to be respectful and adhere to social distancing in all contacts outside the park. Please show consideration for our local community and also all those staying with us on-site.

Specific Terms

8. Reception:

- When checking in on arrival, only one member of party to come into reception
- Limit to a maximum of 2 persons in reception at any one time

9. Barrier:

- The keypad will be disinfected and sanitised regularly through the day
- You must carry your own sanitiser in your vehicle in order to use before and after tapping in your personal number at barrier keypad. Gloves can also be used if preferred. **Please do not spray the keypad.**

10. Bollards, hook-ups and taps:

- Your hook-up or bollard will all have been sanitised prior to arrival and on your departure
- When using communal taps, you are advised to wash hands thoroughly and use personal hand sanitiser afterwards.

11. Use of amenity blocks:

- Please adhere to our one-way system through main amenities block with the entrance of Yew side of site, exit to Elm side
- Chemical waste points, laundry, dishwasher etc will be regularly sanitised throughout the day
- When using communal bins you are advised to wash hands thoroughly and use personal hand sanitiser afterwards.

NOTE: If you or any of your party develop any of the symptoms of Coronavirus you must

- **isolate all of your party immediately**
- **pack your unit**
- **return home immediately**

Please inform us as soon as possible by phone or email of your circumstance and departure.

Partial credits may be considered under these circumstances

We can all help control the virus if we all stay alert.