



IMPORTANT PRE ARRIVAL INFORMATION 1ST SEPTEMBER 2020

We are all in this together and by respecting each other and following the guidance provided by the Government and information below we can all stay safe and well whilst still being able to enjoy our happy place. 😊

Whilst we would love to see your faces, with the current restrictions on social distancing and maximum number of people allowed in reception/shop we are trying to minimise your need to visit us. We don't want to sound like we don't want to catch up or have a chat, but protecting our guests and staff is our main focus at the moment.

IMPORTANT - We will be relying on our guests to be more vigilant and be personally responsible for social distancing whilst on site. No social gatherings in groups larger than the current government guidance **AND** please respect social distancing at all times. **We are aware that there are a few group bookings and if we feel that large groups are gathering outside the government guidelines we will ask them to disperse, failure to do so will result in us asking them to leave site and no refunds will be given.**

PRIOR TO ARRIVAL AT SITE

- We suggest that you pack essential shopping items such as soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser from your home supplies.
- Although we have our new Outdoor Food Court (take away) available on Blakemere Village (Friday/Saturday/Sunday) and also local eateries being able to deliver to site, please plan your food and requirements in advance and bring everything with you that you may need to ease the pressure on our local shops.
- 2 weeks before your arrival date, you will receive an email requesting payment of the balance of your stay in line with our normal Terms and Conditions. This can be paid either online or by calling 01606 882822 and making a card payment. **Failure to pay in full at least 7 days prior to your arrival date, could result in your booking being cancelled.**

ON ARRIVAL - RECEPTION AND CHECKING IN/OUT

Please note: A face covering in our on-site reception/shop and shops on Blakemere Village is mandatory. Children under 11 and those with certain disabilities will be exempt.

- Please 'check in' for your stay at reception but only send 1 member of your party in to obtain your barrier fob, pitch number and site map. Please wait outside if there is someone already checking in.
- **Please make sure that you site your caravan/motorhome/trailer tent on your pitch as indicated on the site map to enable the social distancing measures to stay in place between pitches.**
- At this moment in time we are not accepting deposits for the barrier fobs as we usually do, so at the end of your stay the **BARRIER FOB AND WRISTBANDS** can be placed in our "post" box outside reception on departure. We will retrieve the fobs/wristbands and ensure they are cleaned and sanitised appropriately for our next guest.
- Normal departure time is 12 noon, but should you wish to check availability for a "late stay" which is an additional £5 up to 5.00pm, please check with reception.
- All payments by card where possible.

ON OUR SITE

- We take great pride in already maintaining the highest standards of cleanliness and hygiene on our site. Given the effects of COVID-19, we have taken additional steps on our site to make cleaning and hygiene protocols even more rigorous including placing Hand Sanitiser Stations at our Reception/Shop, Amenities Block, both Elsan points and near the entrance/exit to the dog exercise field. Our Site Team will receive ongoing briefing and training protocols, and we will increase the frequency of cleaning our public areas, taps, EHU points, door plates, handles etc. continuing the use of high-grade disinfectants and sanitisers

****PLEASE NOTE** OUR AMENITIES BLOCK, TOILETS, SHOWERS AND LAUNDRY ARE-OPEN WITH A FEW RESTRICTIONS. Please check direct with the site office for further details.**

The toilets and showers will work on a wristband system to operate a 3 in 3 out policy to use the facilities. **RED** and **BLUE** wristbands will be handed out with your barrier fob on arrival. When you go to our Amenities Block, there will be 3 hooks outside the Ladies and Gents main doors. Please place your wristband on one of these hooks to enter and then collect on the way out. Therefore, for example, if two of the hooks have bands on then only one other person can enter and if all three hooks have wristbands on then you would have to wait outside, at the one metre rule, until someone vacates and takes their wristband off the hook.

Our Amenities Block will be monitored and have an enhanced cleaning regime throughout the day. We ask that children are accompanied by an adult and if there is a queue, please adhere to the social distancing measures in place. If you encounter any issues, please contact reception on 01606 882822 during normal working hours or the emergency phone 07493 831321 out of hours.

- As our dishwashing facilities at the back of our Amenities block are in the open air, they can be used with social distancing measures in place

- The Den will remain closed and **children remain the responsibility of parents at ALL times.**

- **Please keep to the footpaths and roadways and DO NOT shortcut across other pitches**

- The Ball Games Area has now been fenced off due to the development for the Glamping Pods, so the main Meadow can be used for ball games if required and the football net(s) have been transferred.

- Day visitors will be allowed but they must be booked in at reception prior to their arrival - this will help us limit the number of people on site.

ESSENTIAL SAFETY MEASURES

- If at any point you begin to feel unwell or display symptoms of COVID-19, please do not visit any of our public access spaces. If safe to do so, please return home. If you must remain in your tourer, please contact reception by phone 01606 882822 or phone the emergency phone out of office hours 07493 831321 so that we are aware of your situation.

- Maintain 2m social distancing rules at all times when on and around the site. Please be aware that if you breach the guidance above and in particular the social distancing measures, you will be asked to go home and not permitted to return until restrictions are eased. This guidance is a temporary addition to our site rules. However, these are temporary measures as we work through this post-pandemic period and we will amend and lighten these restrictions as and when it is safe to do so. Site contact for enquiries: Please contact reception on:- 01606 882822 or email enquiries@stayatblakemere.co.uk - For more information on the Covid-19 Government guidance for the public please visit the Public Health England website: <https://www.gov.uk/government/organisations/public-health-england>