



*Be confident with our COVID Secure Commitment*

The safety and wellbeing of our guests, staff and the communities in which our Park and Glamping Site operate, has always been of paramount importance to us. Whilst there are some new processes and procedures that may be unfamiliar, and some elements may take slightly longer than usual due to our COVID Secure protocols, but rest assured our usual high standards of friendliness and cleanliness will ensure you continue to enjoy the Great Outdoors with us.

**Enhanced Cleaning**

We've increased the rigour and frequency of cleaning, sanitising and disinfecting common areas.

**Face Masks/Coverings**

Glamping guests are required to wear a face mask in the glamping reception lodge and other communal areas. Please bring a suitable face mask with you.

**Contactless Payments**

Payments to be made by 'contactless' bank card (where possible)

**Check-in & Check-out**

We aim to provide a contactless arrival and departure process wherever possible. To help with social distancing, only one person in each party will be able to check-in at reception. Please help to keep us all safe by scanning the NHS QR code check-in poster when you arrive.

**Hygiene Screens**

We've installed hygiene screens at check-in to help physically separate guests from employees.

**Glamping Site**

Our glamping units are at least XX metres apart

*You can do your bit...*

As the saying goes, 'we are all in this together' and by respecting each other and the guidance provided by the Government we can all stay safe and well.

- Keep to footpaths where possible and avoid shortcutting across pitches.
- Wear face coverings
- Please be considerate of other members' needs to access shared facilities by minimising your dwell time.
- Respect social distancing.
- Limit social gatherings to a maximum of 6 people outside.
- Regularly wash your hands for 20 seconds.

*What if I'm unwell on-site?*

We really hope this doesn't happen but if you're staying on-site and feel unwell please follow the guidance below.

- Go online to NHS 111.
- Call the site phone number provided at check in to let the site manager know.

