



## **Coronavirus (COVID-19) Park Procedures**

The latest government announcement has confirmed to us that we can start planning a phased re-opening of our caravan and camping park. This is very exciting news, and requires us implementing new systems and procedures. We can't wait to welcome back all our guests as safely and securely as possible.

**If you experience any COVID-19 symptoms before your arrival date, we must ask you not to visit us. We're able to issue you with an 18-month credit note for any payments made.**

**If you experience any COVID-19 symptoms during your stay please isolate and call NHS 111 - ensure you telephone our main office reception on 01769 579269 to report this as soon as possible.**

Please find further guidance on what to do if you do experience symptoms here:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Please see below for details on how we plan to re-open our facilities safely.

### **Check In Procedure:**

- Check In is after 12pm on your day of arrival. Please do not arrive earlier than this as we will be limited on areas where you'll be able to wait for your pitch to be vacant.
- Where possible please could you provide us with an approximate time of arrival to help us get you checked in as quickly and as smoothly as possible.
- When you arrive please report to our designated check in window that will be clearly sign posted from the barrier. Please avoid going into reception and head straight to the window.
- From here you will be greeted by a member of staff and then escorted to your pitch.
- If you have visited us before you'll know that our park has two barriers one to enter and one to exit - if you plan on leaving the park during your stay you'll need a gate pass, we require a £10 deposit which will be refunded on return - (due to COVID-19 we will just ask to take card details - which will be destroyed on return of the pass).
- Every pitch will be disinfected before you arrive and disinfected again when you leave.

### **Store & Stay Families**

- If you already have a gate pass please just head straight to your pitch. There will be no need to check in on arrival.
- If you're a new store & stay family or don't have a pass please stop by reception to grab one. We will still need a £10 deposit.

### **Operation of the Park Facilities:**



### **Park Shop**

- Our small shop onsite does contain essential food items but we would encourage all guests to bring food with them before leaving. There is a Sainsbury's located in the local town of South Molton.
- No more than 2 people will be allowed in the shop at one time.
- Children under 14 must be accompanied by an adult.
- Please keep 2m apart whilst inside the shop at all times. There will be markers on the floor to help with this.
- Shop opening times will be 8.30am – 6pm.
- The shop will be closed from 12pm - 1pm for deep cleaning.
- On entry visitors will be asked to sanitise their hands with the sanitizer provided.
- Contactless card payments will be encouraged.

### **Toilet Blocks & Shower Blocks**

- Our toilet and shower facilities will be open but we will be asking and strongly advising that **everyone that can use their own toilet / shower facilities please do so.**
- Please sanitise your hands before entering and before exiting at the stations provided.
- All children under 14 must be accompanied by an adult.
- Please keep 2m apart whilst inside the blocks. There will be markers on the floor to help.
- Shower Block 1 will be closed for deep cleaning from 12pm – 2pm and 10pm – 11pm every day.
- Shower Block 2 will be closed for deep cleaning from 11pm – 12am every day.
- Spot checks will occur throughout the day and guests may be asked to vacate the blocks at any time whilst touch points are disinfected and wiped down.
- For the safety of our staff, guests may be asked to vacate the blocks by a member of our cleaning team at any time whilst they go about their duties.

### **Chemical Waste Facilities**

- Only 1 person allowed in at a time.
- Please sanitise your hands with the sanitiser provided before entering.

### **Laundry Room**

- Only 1 person allowed in at a time.
- Please sanitise your hands with the sanitiser provided before entering.

### **Fishing Lakes**

- Our fishing lakes are open as usual but all anglers are to keep a social distance of 2m.
- All children under the age of 18 to be accompanied by an adult



- Please book your tickets in advance as we'll be limiting the number of swims to comply with social distancing.
- Please call the office on 01769 579269 to pre-book your space and make payment – no physical tickets will be issued. We advise booking early to avoid disappointment.
- If you would like to fish during your stay please provide your own mats and nets and dip them in the dip tank provided before use. Due to COVID-19 we will be unable to hire any of the park's own mats and nets.

### **Bar & Restaurant**

- At present our restaurant will remain closed.
- Our bar will be open for drinks with limited seating available inside and outside.
- A one way system will be in operation.
- Guests will be unable to remain at the bar. Once a drink has been bought we will ask you to sit at a table, sit down outside or take it back to your caravan.
- If you would like to sit in the restaurant we would recommend booking a table in advance to avoid disappointment as we have to limit capacity to comply with social distancing.
- All drinks can also be taken back to your pitch.
- Please sanitise your hands before entry and before entering the toilets.
- Last orders may be called earlier than usual to ensure we can properly deep clean for the following day.

### **Children's Play Area**

- Open as usual but parents are encouraged to ensure their children sanitise their hands before use and thoroughly wash them afterwards.

### **For those in Statics / En-Suite Rooms:**

- On your departure please leave all windows open to allow fresh air to circulate through the room.
- Please return the keys to reception on checking out.

### **Other Guidance:**

We also strongly advise the use of facemasks in all enclosed areas including our shop, laundry room, chemical waste and toilet/shower blocks.

Please do not litter or drop your own used PPE around the site. Please dispose of any rubbish in a tied bag in the bins provided.



Although all communal areas will be cleaned regularly we do recommend bringing your own antibacterial wipes / sanitiser etc. to wipe down any touch points in communal areas such as shower/toilet blocks.

Social distance is to be maintained at all times from other Riverside customers and staff members. Please do not allow your children to roam unsupervised around the site in case they inadvertently break social distancing rules.

We are unable to allow off-park visitors onto the park to visit on-park guests during their stay at their pitch/accommodation. We apologise for any inconvenience this may cause.

Please respect social distancing and use common sense when accessing shared electric boxes and when using taps.

Due to the new operating procedures please be aware that there may be more waiting time in our shop, bar, shower blocks etc and we would ask you to remain patient and stay safe at all times.

**We can't wait to see you!**

**All The Riverside Team**