



Coronavirus (COVID-19) Park Procedures

To ensure that we can welcome you onto the park safely during the COVID-19 pandemic we've had to implement a number of new systems and procedures to ensure we remain COVID secure. We can't wait to welcome all our guests as safely and securely as possible. Please give this document a quick read before your stay with us as it details how the park is now operating in this new world of COVID-19.

Please note:

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.

If you are visiting us from a Tier 3 area or where you are travelling from gets placed into Tier 3 before you are due to arrive, we must ask you not to visit us. We're able to issue you with an 18 month credit note for any payments made.

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 are limited on areas where you'll be able to wait for your pitch to be vacant.
- 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 who will get you checked in and tell you your pitch number.
- 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.
- We strongly encourage the use of masks or face coverings even when at the Check In window.

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 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 and may be closed as and when needed for cleaning and to un-pack deliveries.
- On entry visitors will be asked to sanitise their hands with the sanitizer provided.
- Please ensure that you are wearing a mask at all times when inside the shop.
- 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.
- During your stay please be aware that both Shower Blocks may be closed at any time of the day for deep cleaning.
- 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.
- Both Shower Blocks will be cleaned and checked regularly however please ensure that you **respect these facilities and leave them clean and tidy for the next person! This includes the washing up sinks outside of the blocks!**



- Please make sure you are wearing a mask or face covering when using the toilet and shower facilities.
- If the toilets or showers are full at the time you wish to use them, please be respectful of other people's space and wait outside until a toilet or shower becomes available. We are relying on visitors to use their common sense whilst using these facilities.
- If you require the code to the disabled facilities during your stay please ask for it at reception.
- If you would like to bring your own toilet tent there is no extra charge. However, please make sure you empty them in our Chemical Waste Facility. **DO NOT** empty them on pitches, down grey waste drains or in the toilet/shower blocks. If you are unsure where to empty your chemical/black waste please ask a member of staff.

Chemical Waste Facilities

- Only 1 person allowed in at a time.
- Please sanitise your hands with the sanitiser provided before entering.
- Please make sure you are wearing a mask or face covering when using the facility.

Laundry Room

- Only 1 person allowed in at a time.
- Please sanitise your hands with the sanitiser provided before entering.
- Please make sure you are wearing a mask or face covering when using the facility.

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 in the evenings through the week. We will be serving breakfast every day from 9am-12pm and evening meals from 5pm-8pm on Fridays and Saturdays.
- 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 and we will be operating a table service only system to comply with new Government regulations. On arrival please scan our QR code or fill out your details for Track & Trace and then wait to be shown to your table by a member of staff.
- Unless you are sat at your table please make sure you are wearing a mask or face covering at all times, this includes getting up to use the toilet facilities.
- 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. Please note that **no more than 6 people can be sat at a table at a time.**
- All drinks and food can also be taken back to your pitch.
- Please sanitise your hands before entry and before entering the toilets.
- To comply with Government regulations last orders will be called at 9.30pm and all guests must have vacated the property by 10pm.
- Due to new Government restrictions around bars and restaurants waiting times may be longer than usual. We ask all guests to please be patient and kind to staff members whilst using the bar and restaurant as we are still having to operate this facility on skeleton staff who are doing their best to ensure that all guests enjoy this facility safely.

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:

Please wear a facemask or face covering in all enclosed areas including our shop, laundry room, bar & restaurant, 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