

## **TOWER PARK CARAVANS & CAMPING**

### **Covid-19 precautions and guidelines for 2020**

Apologies for the long post but below is some important information regarding holidays this year, please read it all.

**Please do not come on holiday if you or any member of party family have a high temperature, a new, continuous cough, loss or change of your sense of taste or smell or have been in contact with someone who has covid-19 in the last 14 days. In these circumstances you must stay home and isolate.**

If you or any member of your group develop these symptoms while on holiday you must immediately return to your own home to isolate and inform the campsite by telephone.

Communal areas such as the games room and TV room will remain closed, the launderette will be strictly one person at a time and the freezer for icepacks will not be available.

**Social distancing and restrictions on group gatherings will be in place here just as it is everywhere else. Please be mindful of staff and other guests and keep children under close supervision at all times. You must stay at home or go home and isolate if you or any of your family has symptoms of covid-19.**

Reception - Only one person at a time in reception, please use hand sanitiser on arrival. Reception hours will be more limited this year as some of our regular staff are not able to work and we may need to close for lunch some days and to allow for cleaning etc. Please be patient.

We will have a limited stock of toiletries, cleaning products and camping bits but will not be selling hot and cold drinks, ice-creams or sweets/food items this year to limit the amount of product handling and also time spent in the reception area. The takeaway is under review, we are hoping to offer pizzas but will not be doing breakfasts.

We will also not be able to charge mobile phones etc in reception so please invest in a car charger or a solar charger.

All visitors to the site must report to reception and leave contact details to comply with test and trace.

Showers and toilets - Caravans and motorhomes are strongly advised to use your own facilities for your own benefit and also to reduce the number of people using communal facilities.

As always these areas will be regularly cleaned and sanitised and closed during the middle of the day for full cleaning. You should restrict your time inside to 10 minutes to reduce risk of infection, only use the sinks for hand washing and do your make-up, teeth cleaning etc in your tent or van. If showers or toilets are busy please wait outside observing social distancing. Hair dryers will be disabled due to water droplets.

This is for your safety and the safety of other guests. We will not be able to 'police' this so be considerate of others. Always accompany children to the toilets and always wash your hands before and after using the facilities.

Outside play park – children must be supervised by an adult to ensure social distancing. Children should please wash or sanitise their hands before and after using the play park.

Essential packing for this year- A first aid kit and plenty of prescribed medication. Local GP surgeries and pharmacies are under immense pressure at the moment offering additional services to vulnerable and elderly residents.

Please bring your own supply of hand sanitisers, hand wash, antibacterial wipes and sprays. Face coverings for when social distancing isn't possible and gloves. You should bring enough for your whole family for the length of your stay as they are not readily available locally at present.

None of these replace the importance of handwashing, social distancing or staying at home and isolating if you or any of your family have symptoms of covid-19.

An extra washing up bowl and water carrier to carry water back to your pitch for extra hand washing and for days out where there may not be handwashing facilities.

Local Community –we do not know which pubs and cafes will be open although many are offering takeaway service including the pub in the village. We also don't know if public toilets and local attractions will be open and there will be a reduced or no lifeguard services on some beaches.

We have been fairly isolated in this area and people are nervous about changes and large numbers of visitors. Please consider those around you and their feelings. Please also shop considerately, supermarkets do not have enough delivery slots for all the vulnerable and elderly residents and local shops have been working hard to support them so please do not use supermarket deliveries.

**We understand that some of you will not wish to come on holiday at this time or feel these changes will be too much of a compromise. If you would like to postpone we are happy to carry monies paid over to future bookings either later this year or in 2021.**

We are hopeful that we will be able to open at some point and will keep our Facebook page and website updated. These site guidelines may change often and with little or no notice as we are advised or feel necessary. We will make any changes we deem necessary to keep you, our staff and families safe. Thank you for your support, we hope to see you soon.