



## 74 Welcome to Donkey Creek Farm Caravan Park.

Guidance following re-opening the park from Saturday 4<sup>th</sup> July.

Donkey Creek Farm is committed to ensuring all our guests, staff and the local community remain safe during this post pandemic period.

### **Prior to your Arrival**

- We suggest you pack essential shopping items such as soap, hand gel/ hand sanitiser, gloves, disinfectant/antibacterial wipes and a supply of food and drink to help reduce the reliance and congestion in our local shops.
- One week before arrival you will receive an email requesting payment of the balance of your stay. Please ring 01772 631323 to make payment. (Our usual office hours are 9am-5pm)
- Please let us know your time of arrival.

### **On Arrival**

- On arrival please park up outside reception. We are operating on a one in one out basis. Please wait in your vehicle if there is a queue.
- A face covering will be required when entering the reception/ shop area.
- Please use hand sanitiser upon entering reception and departing you will find this on the wall outside reception and also on the reception desk.
- Social distancing will be maintained at all times from our team members.
- Your bollard will have been sanitised before arrival.

**If you are unwell please ring to let us know and we will re -arrange your booking. Please seek appropriate medical help.**

**You should not travel to the park if anyone in your household has covid-19 symptoms.**

### **During your stay**

- We have placed around the park hand sanitiser dispenser for your convenience.
- Please remember social distancing at all times and be accommodating to other guests.
- Please make sure children are supervised and keep to social distancing.
- No social gatherings in groups larger than the current government guidelines
- No day visitors allowed to visit you on site

**If you feel unwell during your stay please seek medical advice and let reception know.**

### **Shop in reception**

- The shop will be open for essentials only, we will be operating on a one in one out basis
- We kindly ask that children do not attend the shop by themselves
- We will be asking for contactless payment if possible.

- Gas bottle sales- please ring the office if you want to purchase a gas bottle. Payment will be taken over the phone and a member of staff will drop it off at your pitch.

## **Facilities**

When walking into any of our facilities, shower and toilet block please make sure you are wearing a face covering upon entry and exit.

If at any point you feel unwell or display symptoms of COVID-19, please do not visit and our facilities and please return home.

- The sanitising will take place at 9am, 1pm and 5pm
- The toilet block will be closed at 11am-12noon and 3pm-4pm
- During the day the door will be left open
- Please use hand sanitizer on entering and leaving the toilet block.

We would appreciate if you would wipe down any hard surfaces you use with antibacterial wipes

## **Extra cleaning around the park**

- You will see members of staff throughout the day disinfecting the barrier keypads, elsan-points and door openers.
- We will also be sanitising bollards ready for your arrival and after you depart.
- We will be making sure that all hand sanitiser dispensers are kept full at all times.
- The sanitising will take place at 9am, 1pm and 5pm
- The toilet block will be closed at 11am-12noon and 3pm-4pm

## **Local Area**

- Local shops and takeaways are open many have access restrictions so please be aware of the number limits inside shops
- Maintain social distancing
- Wash your hands regularly

We urge everyone to respect and show consideration to our community.

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 will not be permitted to return to our park until the restrictions are eased.

This guidance is a temporary additional to our park rules.

Please note as the law evolves and the pandemic is brought under closer control this advice will be reviewed and changed as necessary.

## **Park contact for enquiries**

Please contact reception on 01772 631323 or email [caravans@donkeycreekfarm.co.uk](mailto:caravans@donkeycreekfarm.co.uk) should you have any questions or queries regarding our current operating procedures.