



# Welcome to Donkey Creek Farm Caravan Park.

Guidance following re-opening the park from 12<sup>th</sup> April 2021

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**

- 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.
- Social distancing will be maintained at all times by our team members.

**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
- We are not accepting day visitors whilst in the present COVID Alert Level

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

## **Shop in reception**

- The shop will be open, we will be operating on a one in one out basis
- We kindly ask that children 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 off staff will drop it off at your pitch.

## **Facilities**

ALL SHARED FACILITIES WILL REMAIN CLOSED UNTIL AT LEAST 17<sup>th</sup> May 2021.

## **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
- Most local pubs and restaurants are open, for outside catering and booking is essential.

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 Government Guidelines evolve, this advice will be reviewed and changed as necessary.

## **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.

UPDATED 06/04/2021 R Lancaster