

# Applewood Countryside Park

## GUEST SAFETY GUIDELINES

To ensure that you feel comfortable during your stay here at Applewood Countryside Park and to minimise possible exposure to COVID-19, our team have implemented a series of additional measures:

- **Checking in** – please park in the car park upon arrival. We ask that only one member of your party comes to Park Reception to check-in. Please wait outside until asked to enter, remaining 1+ metre from the person in front of you. If there is no one ahead of you, please ring the remote bell in order to contact a member of the Applewood team.
- **Checking out** – there is no need to inform us that you are checking out. If you are staying in a Glamping Pod or Shepherd's Cabin, please post your key through our letterbox.
- **Sensible social distancing** – please ensure there is six-metre spacing between pitches. If you pitch outside the boundaries of your pitch or your unit is judged to pose a risk to the safety and comfort of others you will be asked to move. We will also be monitoring the number of guests onsite to ensure that social distancing can be achieved. For this reason, guests will not be able to have any day visitors to their pitches.
- **Group bookings** - we're only allowing group bookings of **up to 3 pitches** together so that we can prevent large groups assembling and make social distancing easier to achieve.
- **Shared shower and toilet facilities will be open** - receiving 1 deep clean and 3 supplementary cleans a day. Disinfectant spray will be available should guests wish to sanitise any areas themselves before/ after use. Windows will be open and external doors held back to create airflow and minimise touch points.
- **Your own facilities** - we strongly recommend that if you are able to use your own facilities in your unit, you do so as much as possible – this will help us manage demand and queuing.
- **Laundry facilities will be available** - external doors will be held back to create airflow and minimise touch points. Touch points (dials/ powder drawers, coin slots, taps) will also receive regular cleaning throughout the day.
- **Outdoor washing up points** - will have hand washing soap available and hand washing guidance to encourage everyone to practice good hygiene throughout their stay.
- **Chemical & waste disposal points will be open** - there will be hand sanitising stations as each disposal point, please follow hand washing guidance. Whilst anti-bac gel will be available, we ask guests to also bring their own supplies to prevent queues.
- **Outdoor playground** - parents should not permit children to enter the play area unaccompanied, or when it is already occupied such that social distancing cannot be observed. Parents are also responsible for supervising their children including:
  - Their hygiene routines (that hands are sanitised on entry to and exit from the play area)
  - To ensure they observe social distance

- **Glamping Pods & Shepherd's Cabins -**
  - Some of the homely touches our glamping accommodation is known for have been removed for the time being to the reduce risk of cross contamination and ease of disinfection e.g. soft furnishings, board games
  - Antibacterial washing up liquid will be provided should guests wish to re-wash any utensils or crockery before using
  - Bed linen, tea towels, bath towels (where provided) will be freshly laundered at 60°. If you would prefer beds left bare, please let us know in advance
  - Guests will be asked to strip beds and put their linen in the bags provided at the end of their stay and leave windows open – on the latch (unless windy/rainy weather makes this inadvisable).

**If you have any concerns during your staying or the facilities require attention, please inform Park Reception (or contact the Park Warden out of Reception hours), so we may have the opportunity to resolve any issues raised.**

#### **IF YOU DEVELOP SYMPTOMS DURING YOUR STAY**

- Guests showing signs of COVID-19 (a high temperature, a new, continuous cough, or a loss or change to sense of smell or taste) whilst staying at Applewood Countryside Park are required to:
  - Immediately self-isolate along with all members of their party where they are to minimise any risk of transmission, and request a test.
  - Inform the Park Managers by calling 01953 715319 or 07557 762085 if out of Reception hours
  - Follow Government and [NHS Track & Trace guidance](#)
  - If positive, all members of the party should return home immediately if this is reasonably possible. They should use private transport but only drive themselves if they can do so safely.
  - If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.
  - If self-isolation is required to take place onsite, then all fees for bookings affected by this self-isolation would be borne by the guest.

#### **A REMINDER OF WHAT YOU CAN DO:**

- Enjoy the area of your pitch or glamping accommodation
- Walk freely on the park observing social distance at all times from fellow guests and the park team
- Bring soap, hand gel, tissues, disinfectant, hand sanitiser – just to be on the safe side
- Talk to any of our park team but always observe social distance
- Wash your hands frequently, especially before visiting communal areas in the park, and make use of the handwashing and hand sanitation facilities provided

#### **WHAT YOU CANNOT DO:**

- Meet or gather with friends in a social group, other than groups as permitted by current government regulations around social distancing
- Invite or entertain visitors – glamping accommodation and pitches should only be used by members of the same household
- Allow children to roam unsupervised around the park so they, albeit inadvertently, break the social distance rule.