

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.
- **Face coverings** - we continue to request that guests wear face coverings when checking in at Park Reception and whilst using public indoor areas and our shared toilet facilities.
- **Visitors** – a maximum of 6 guests are permitted to visit a pitch at any one time. Visitors will need to check-in and check out with Park Reception on arrival and departure. They must scan the NHS track & trace QR code, or complete our 'Visitor Log' when checking in and leave their car in car park before walking round to the pitch they're visiting.
- **Shared shower & toilet facilities** - enhanced cleaning measures remain in place. 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.
- **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 & Games Den** - parents should not permit children to enter the play area or Games Den 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 -**
 - 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 unadvisable).

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.

WHAT HAPPENS IF A MEMBER OF MY PARTY HAS A POSITIVE COVID RESULT OR IS REQUIRED TO SELF-ISOLATE?

COVID is now a known event like other illnesses and refunds will not be issued for stays that are cancelled due to isolation or positive tests. We recommend you include UK/ camping holidays on your travel insurance policy and we can gladly provide cancellation invoices for your paperwork.

If you do need to cancel due to Track and Trace isolation or a positive test then we will do our best to move your dates (up until 02.01.23) but availability cannot be guaranteed. We will need evidence of a Track and Trace notification or positive PCR test result to make the transfer. For group bookings, this will only be a transfer for the pitch, pod or cabin affected by the isolation/ positive test.

If you need to contact us about a COVID cancellation - please email us with details including your Booking Reference on info@applewoodholidays.co.uk

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.
- Inform the Park Managers by calling 01953 715319 or 07557 762085 if out of Reception hours
- Follow Government and NHS Track & Trace guidance: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/if-youre-told-to-self-isolate-by-nhs-test-and-trace-or-the-covid-19-app/>
- 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.