**Thornbury Holiday Park**

**COVID-19 Guidelines**

26th June 2020

The world is a very different place since the Coronavirus pandemic, we have thought long and hard about what measures we need to put in place to ensure the safety of all of our guests. We want to reassure you that you can have confidence when booking a stay with us. The health of our guests is paramount.

Devon is an ideal location with so much clean air and open spaces. Our holiday park has just 5 self-catering lodges set in 8.6 acres so there is plenty of outdoor space to ensure social distancing.

We were pleased that our fishing lakes opened to the public on Wednesday 20th May with social distancing guidelines in place.

According to the latest government guidelines we are pleased to be able to re-open our Self-catering lodges on Saturday 4th July. **However, our bar area will remain closed until further notice.**

**Our Camping facilities will also re-open but we will be limiting the number of guests who can stay with a tent or caravan in order to maintain social distancing and to comply with Covid 19 secure guidelines relating to our communal shower and toilet facilities.**

We pride ourselves in our high levels of cleanliness. Our standards have always been high and the many wonderful reviews we have received from past guest experiences reflect this. We use high quality cleaning products and you can be assured that your property and our communal areas with have undergone a deep clean before your arrival.

In order to re-open we have changed some of the things we do to ensure the safety of everyone at our park. **Please read through the list as some of these will affect your stay. Your agreement that you will follow our temporary new procedures and extra measures whilst on our premises is kindly requested.**

**Before you arrive**

As per Government advice, please do not travel to us if you or anyone in your party is showing any of the common symptoms of Coronavirus (ie fever, persistent cough, loss of taste or smell). We will happily re-arrange your stay for a later date.

Please ensure that you have paid your balance in full over the phone or by BACS. Our contact number is 01409 261750 to arrange this.

You will be asked to provide us with your time of arrival in order to ensure that we are waiting for you in the car park.

**Arrival**

All of our guests arrive by car and we have plenty of parking available, so please be mindful of social distancing around other guests in the car park area.

We would usually meet you in reception. Our reception building will be closed to the public. However, we will meet you in the car park and direct you to your accommodation or your pitch (keeping a safe 1-2 metre distance at all times)

Our usual communal waste and recycling area is closed. We ask that when you empty your internal bin during your stay that you please tie the bag securely and leave it outside your door or if you are camping at the front of your pitch so that we can dispose of it securely.

It will be possible to order takeaway food and drinks from our bar during your stay. Please ask us for a menu, pre-order and pre-payment only. All orders must be placed at least one day before by telephone. Orders will be delivered to your door.

**Camping**

If you have your own toilet/shower facilities we would ask that you use them where possible.

Our communal toilet facilities are open and will be cleaned regularly throughout each day. We have implemented a ‘one-in/one-out' system in order to maintain social distancing. Please **only** enter the toilets when they are vacant unless you are with a family member.

Our shower facilities are available for use by **one** family group at a time and will undergo cleaning before the next family group use.

All personal items **must** be taken with you after each use.

**Check-out**

ALL rubbish and recycling should be left on your pitch in bags that are tied securely

**General**

Should you feel unwell during your stay with any of the common Coronavirus symptoms (ie fever, persistent cough, loss of taste or smell) then you must notify us immediately. Consistent with Government guidance, you will be asked to check out immediately in order to self-isolate at your home address.

As many of you who have been here before, will already know, there is just two of us running Thornbury Holiday Park. We shop, cook, clean, look after the grounds and the animals!

This is also our home and these guidelines are intended to give you an overview of how we are working to safeguard the health and wellbeing of our guests and ourselves.

Should we find coronavirus on site, or one of us becomes ill or need to self-isolate, we may need to cancel your booking at short notice. In the unfortunate circumstance that this should happen, a full refund or alternate dates will be offered

Should you require any help or have any questions before your stay, please email us at thornburyholidaypark.co.uk or call us on 01409 261750 and we will be happy to assist.

We are looking forward to welcoming you back safely.

Lisa & Paul