

Latest Coronavirus Information

Updated: December 2021

Dear Guest,

As we all know, the coronavirus situation continues to evolve on a daily basis. As such, we remain aware of the need to ensure the safety of our customers and staff is maintained. We also need to ensure that we don't have to close and cancel your holiday due to us or our staff needing to self-isolate.

With the above in mind, we have decided to retain many of our coronavirus measures for the foreseeable and these are set out below. We hope that you understand the need for these measures, which we believe are necessary but not intrusive.

As always, we recommend that you check the latest government guidance before you set out on your way to us.

GENERAL

You will be expected to provide personal space to those around you – remember not everyone will be fully vaccinated yet. For the safety of everyone, anyone not respecting this will be asked to leave without a refund.

In order to continue to offer a safe space for everyone we will be implementing the following:

- A reduction in the number of standard grass pitches on the main site
- All guests will be allocated a pitch on arrival – please ensure you take up the correct pitch.
- Our main facilities block has been refurbished to include private bathrooms for the glamping units plus two other family shower rooms;
- At quieter times, some of our facilities blocks may be unisex. This is to keep the amount of cleaning to a manageable level when less staff are on duty whilst maintaining a high level of cleanliness.
- All guests will need to check in online prior to arrival. An email link will be sent 3-5 days before your arrival date.
- Our laundry room will be operated on a booking system, please ask for the key at reception
- Our onsite shop will remain closed, however; we will have logs, firepits etc available to purchase.

CHECKING IN/OUT

For Self-catering, we are running a later checking in time than usual, at **4pm**. This is to ensure that there is enough time between guests to thoroughly clean the units. (We are usually fairly flexible about arrangements for checking in/out, but given the circumstance we can't offer the same flexibility this year.)

All keys etc will be left in whichever unit you have booked for you upon arrival.

For camping pitches only, the usual check in from **2pm** applies, but please don't arrive early for the statics or glamping tents. We will also be requiring you to let us know what time you will be arriving. This is so that we can ensure, should it be necessary, that arrivals are staggered.

Check out is 10am for all bookings. Please be prepared and ensure you are ready to depart on time. You will be sent an Email the day before you are due to leave and asked to answer some simple questions about your stay. To help us stay safe please strip your beds and place the sheets into the plastic bag provided.

IN CASE OF ILLNESS

We hope that you do not get ill, but in case you do there are a few things you need to do. Obviously, you shouldn't come to stay with us if you have symptoms of covid-19.

If you get ill whilst staying with us it is very important that you let us know as soon as possible so that we can follow the procedure set out by the government. Similarly, if you develop symptoms of covid-19 when you get home, we would expect you to contact us to let us know.

If you have any questions, prior to arrival please get in touch. We are always happy to help and make sure that your stay is the best we can make it.

We look forward to seeing you soon.

Jodie, Tristan, Toby & Pickles