



## Opening to Holidaymakers

We reopened our park to holidaymakers on **Saturday 4<sup>th</sup> July 2020** for those with existing bookings only. We are now accepting new bookings for the remainder of the 2020 season and also for the 2021 season, there are special deals currently available, please call for details.

At the Richmond Holiday Centre we want to ensure the safety and comfort of our customers, their families and Guests following the opening of the park after 'Lockdown'.

We also support a large number of staff and their families as well as a number of local businesses and we want to ensure their safety as much as possible as we recover from this pandemic.

We need your help to ensure that we all stay as safe as possible and to avoid any chance of future closures. We have been working closely with UK hospitality and British Holiday Home Parks Association and we have set out plans to try and keep everyone as safe as possible.

Please read through the details below and please ensure that you and all the members of your party follow all of these requirements, this includes following the usual government legislation on distancing and hygiene that will still apply on the park.

### Key Points

- Only visit the park if you are fit to do so, if you feel unwell or show any symptoms of Covid-19 call the NHS on 111 – **PLEASE DO NOT VISIT THE PARK.**
- If you feel unwell whilst on the park, call the NHS on 111 for advice. You will probably need to leave the park and self-isolate at your home address. Please advise Reception.
- If you come from an area that has 'essential travel only' restrictions please abide by this.
- When on park, respect and adhere to our social distancing and hygiene policies in each facility.
- The restrictions currently in place on the park relating to covid-19 are not optional, you are required to follow these rules.
- Please show respect and consideration for the local community.
- Caravans should only be used by members of up to two families from your 'bubble' only.
- There should be no social gatherings on the park that go against current government legislation, either indoors or outdoors.
- Children need to be supervised by adults at all times and should not be left alone.
- You are not permitted to have guests join you on the park at this time.

### Check-in & Arriving at the Park.

On busy days during office hours, to assist with social distancing, we may be arranging check-in for Static Caravans from the main Clubhouse on site. As a temporary measure we may have a member of staff directing arrivals at the entrance to the park, please show this person all due courtesy.

**Please have only one member of your party check-in.**

**Touring caravans** will be asked to phone Reception on arrival and a member of the team will come to your vehicle with the appropriate paperwork.

**PLEASE DO NOT ARRIVE BEFORE YOUR SCHEDULED CHECK-IN TIME.** Cleaning procedures are currently much more lengthy than usual and to assist with social distancing, at this time we do not want people on the park before they are scheduled to be here.

## **Departure**

Please depart from your caravan or touring pitch by 10am on the day of departure. When departing from a Static caravan please open some of the windows to allow air circulation. Please drop off your keys through the letter box located at Reception. The letterbox is to the left-hand side of the CAR PARK side Reception door.

## **Site Facilities**

We are hoping the majority of our facilities will be open, this will all be subject to government guidance and will undoubtedly change as time goes on. The facilities that are open will have steps in place in order to maintain hygiene, with increased cleaning regimes and social distancing standards, all of these measures should be followed by all members of your party.

## **Reception**

- Reception will be open and opening hours will be posted in the Reception window.
- Where possible we will encourage cashless / contactless transactions.
- No more than 2 people will be allowed in Reception at any one time.
- Queue management systems are in place.
- Social distancing markers have been installed.
- Hand cleansing dispensers have been installed.
- If you are able to conduct your business over the phone then please do so where possible.

## **Caravan Sales**

- Caravan Sales are open.
- Only one customer (or two from the same household) are permitted in the sales office.
- Social distance markers have been installed.
- Hand sanitiser will be available.
- Socially distanced viewings of caravans can be arranged with PPE available for those who prefer.

## **Shop.**

- The shop is open and opening hours are posted on the shop door.
- Where possible we will encourage cashless / contactless transactions.
- No more than 6 people are allowed in the Shop at any one time.
- Queue management systems are in place.
- Social distance and directional markings are installed.
- Hand cleansing dispensers have been installed.

## **Touring Field Shower Block**

- The shower block is open with an enhanced cleaning regime.
- There is social distancing between sinks and at the urinal but cubicles are in use.
- Numbers using the shower block at any one time are limited and details are posted.
- Social distancing is in place.
- Customers are recommended to use the facilities within their caravans as much as possible.

## **The Clubhouse.**

- A limited programme of live entertainment indoors is due to recommence from Saturday 15<sup>th</sup> August, **however this is still to be confirmed by the government and is dependent on a number of factors including the level of infections rate.** No dancing is allowed, all guests need to be seated at a table and all usual social distancing and covid-19 restrictions will apply. Entertainment is of the distanced type so no kids clubs etc.
- We are currently holding quizzes and bingo indoors and we have arranged for some limited outdoor entertainment to take place, weather permitting.

- Capacity within the Clubhouse is reduced to ensure correct social distancing. Chairs and tables will be removed to achieve this. Once capacity has been reached those wishing to enter will have to queue, observing social distancing, until others leave the building.
- Handwashing is required on entering and leaving the building and you should continue to regularly wash hands at the dispensers provided throughout the venue during your visit.
- The Bar & Grill is open during the day from 11.30am for food and drink. In the evening this room will be for those who wish to eat only.
- The Main Entertainment Room is generally open in the evening subject to requirements.
- Hand sanitiser and cleanser dispensers are available throughout the Clubhouse.
- All queues will need to adhere to 2m social distancing.
- Once customers have ordered and paid for their drinks they are directed back to their tables.
- Where possible we encourage cashless / contactless payments.
- There is no carvery for the time being.
- A dedicated cleaner is on duty.
- The Arcade is open with social distancing in place and machines are cleaned after each use.

### **Fish & Chip Takeaway**

- This facility operates from the serving hatch only for the time being.
- Where possible we cashless / contactless transactions are encouraged.
- A queue system is in place observing 2m social distancing.

### **Swimming Pool**

- This facility is now open subject to government imposed restrictions in place. You will need to pre-book a slot to use the pool. Changing rooms will not be in use so you should arrive for your slot 'beach ready' with your swimwear under your clothing and prepare to leave the pool with wet gear.

### **Launderette.**

- The launderette is open.
- Only one person can be in this room at any one time.
- Once machines have been loaded you should leave the room and allow others to load.

### **Social Distancing Policy.**

We are required to maintain a minimum 1m+ safe distance from each other.

In some areas of the park a 'one way' system may be in place as well as distanced queues, please observe these measures.

Where possible we have put up signage and markings to assist, however customers also need to listen to instructions given verbally by staff and you do also need to use common sense.

### **Hygiene Policy.**

As well as asking our customers to continue to maintain personal hygiene standards by regularly washing hands and using a disposable tissue to catch any coughs and sneezes we will also be implementing additional hygiene measures.

- Caravans will have an enhanced clean between lets.
- All buildings will be deep cleaned and disinfected on a regular basis.
- Dedicated cleaners will do a continual circuit of our facilities ensuring that 'touch points' and other regularly used areas are sanitised.
- Hand sanitiser dispensers will be added within our facilities.
- Procedures for using each facility will be posted or advised verbally.

**PLEASE NOTE: Any customers who do not follow the above guidelines will be asked to leave the park.**