



June 2020

### **Caravan Owners and Customers – Return after Covid-19 Lockdown.**

At the Richmond Holiday Centre we want to ensure the safety and comfort of our Caravan Owners, 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 your guests 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 you are staying on-site, leave your caravan and self-isolate at your home address.
- When on park, respect and adhere to our social distancing and hygiene policies in each facility.
- 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.

#### **Arriving at the Park.**

When arriving at the park you will need to let us know who is staying in your caravan. Due to **TRACK & TRACE** requirements we need the; Name, address and contact number of every person staying on site. For those under 18 year olds who are staying with a parent or guardian and have the same contact details we just require the name and age of that person.

If possible please email the above information to us prior to your visit ([sales@richmondholidays.com](mailto:sales@richmondholidays.com)) or post it through the letter box at Reception. This is located to the left of the Reception door on the Car Park side of the building.

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.

#### **Opening Your Caravan – Legionnaires.**

When opening up your caravan, to avoid the possibility of legionnaires, you will need to flush all of the water systems through to clear out stagnant water. Pay particular attention to shower heads and flush with running water for approximately 2 minutes (low for one minute then on full for the second minute). You should also run the hot water tap so that the boiler is flushed.

During the closed period we have tried to keep on top of 'Gas Tests' but please check that yours is up to date.

#### **Maintenance**

We will continue to operate general maintenance services, gas bottle deliveries, gas engineer services etc. You may be asked to leave the caravan whilst any works take place. Owners should avoid having any 'non-essential' works take place at this time.

## **Site Facilities**

We are hoping to open the majority of our facilities at the same time the park opens, 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 will be in place.
- Social distancing markers will be installed.
- Hand sanitiser dispensers will be installed.
- If you are able to conduct your business over the phone then please do so where possible.

## **Caravan Sales**

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

## **Shop.**

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

## **The Clubhouse.**

- Capacity within the Clubhouse will be 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.
- Live entertainment and discos are not permitted.
- We will run bingo and quiz evenings, this is to be confirmed once we have clarification.
- The Bar & Grill will be open during the day from lunchtime for food and drink. In the evening this room will be for those who wish to eat only.
- The Main Entertainment Room will be open in the evening.
- Hand sanitiser dispensers will be available throughout the Clubhouse.
- All queues will need to adhere to 2m social distancing.
- Once customers have ordered and paid for their drinks they will be directed back to their tables.
- Where possible we will encourage cashless / contactless payments.
- There will be no carvery for the time being.
- A dedicated cleaner will be on duty.
- The Arcade will be open with social distancing in place and machines will be cleaned after each use.

## **Fish & Chip Takeaway**

- This facility will operate from the serving hatch only for the time being.
- Where possible we will encourage cashless / contactless transactions.
- A queue system will be put in place observing 2m social distancing.

**Swimming Pool & Gym.**

- Currently these facilities are closed, once they are permitted to open we will advise you of the restrictions imposed.

**Launderette.**

- The launderette will be 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 still required to maintain a 2m safe distance from each other where possible. In instances where this is not possible a 1m plus ruling is in place.

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 will put up signage and markings to assist, however customers 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.

- 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.

**Private Sub-letting.**

Owners that sublet their caravans must comply with all of the above and also ensure that their tenants are aware of new procedures.

We have produced some additional information (please ask for details) that Owners need to comply with when letting their caravans, these are in addition to our usual requirements as listed on the 'Owner Booking Procedure'.

It is particularly important that Owners advise their tenants not to arrive before their check-in time.

Tenants also need to be made aware of restrictions on facilities at this time.