

## **Our Covid-19 Policy as of 11/07/2020**

We have made some essential changes to the way our park operates in order for us to comply with Welsh Government restrictions and industry recommendations.

The safety of our staff and customers is always of the utmost importance, and now even more so during this pandemic. Your co-operation with the new procedures during these unprecedented times is crucial to maintain the smooth running of the park.

We will be operating with reduced staff levels, so please bear with us during this challenging time.

All bookings should be made on-line and in advance. We will be operating a contactless check-in with advanced bookings. Off road bookings will be limited due to staff levels and customers acknowledgement of our covid-19 operating policy.

### **Essential items to bring**

Due to our current limitations of our operation please make sure essential hygiene items such as soap, hand gel, gloves, toilet roll, disinfectant etc. are brought with you, as our on-site shop will be closed.

## **Arrival's**

If you have any symptoms of COVID-19 before you are due to arrive then please contact the office so we can re-arrange your trip.

All guest's will be able to check-in from 1pm – 6pm. On entering the driveway to the site, please stop at the check in point sign. Please remain in your car and if a member of staff has not arrived to welcome you in the first few minutes, please call: 01792 386790. You will then be shown to your pitch.

Our ANPR barrier system will control the flow of traffic on and off the campsite at all times. Due to the government's contact and trace policy, our barrier system will automatically log your arrival time. All information we hold is in-line with our privacy policy (see web site).

All pitches are pre-allocated prior to your arrival, to make the check-in procedure as smooth as possible.

A member of staff will hand you an information sheet explaining where your allocated water tap and waste disposal point are located and information on the local area.

## **Social Gatherings**

In Wales Social distancing is enshrined in law and must always be adhered to on the park. If you are holidaying with friends or family who are also staying on site on a different pitch, you must not gather together individually or as a group. You must keep apart at least in line with the Welsh Government social distancing restrictions. These rules are under constant review with the Welsh Government, so could change at any time.

Although we have ample space, it is essential that all children are accompanied by an adult or kept in view of a parent/guardian at all times, as wandering around the site on their own is not permitted (Welsh Government regulations).

## **Visitors**

Unfortunately, guests will not be able to invite or accept any visitors onto the site until further notice.

Any visitor found trying to enter or already on the site will be required to leave immediately (Welsh Government regulation).

## **Drinking Water, Waste disposal points & Motorhome service point**

We have four drinking water points throughout the campsite. Each guest will have a designated water point to minimize the risk of infection.

Please adhere to the strict 2-meter social distancing rule when using the waste disposal point & motor home service point. The motorhome point is designed to allow for use by all types of motorhome's and RV's with on board tanks. There will be hand sanitizer available in this area, which we ask you to apply before and after using the taps or waste disposal point.

## **Taking responsibility**

Even though we will be implementing a strict cleaning routine, we also ask our customers to thoroughly wash or sanitize their hands before and after using the water taps, waste bins or waste disposal point.

We all have our part to play in controlling the possible spread of this virus.

## **Shower, toilet, washing up & laundry facilities**

All our indoor facilities will remain closed until further notice, including our onsite shop. The reception building itself will be closed to the public, but we are contactable by phone or email.

## **Local food & Activity's**

As the lockdown restrictions ease there are more and more local companies offering limited services, such as takeaway food and outdoor activity companies. Any outside food vendor that is offering delivery will have to meet you outside the barriers, near the shop/reception building. Access to the site is not permitted for deliveries.

## **Your safety**

Please ensure that you carry hand wipes or hand sanitiser for the duration of your stay. Please use these when on the campsite, especially before and after touching water taps, waste disposal points, bins, farm gates etc. If you intend to use wipes please dispose of them responsibly in the waste bins provided.

This will help to limit the chance of cross contamination.

## **Local residents**

Given all the media hype during the outbreak, it is not surprising that some local residents may be nervous of visitors from other parts of the country suddenly arriving in their area. Please try to maintain the correct social distancing when out and about and have respect for their private space. This will make your stay a far more enjoyable experience.

## **Reporting feeling unwell**

If at any time you become unwell or believe you have been exposed to COVID-19 whilst on your holiday, then you need to isolate and call NHS Wales on 111 and also contact a member of staff on 01792 386790 to inform them A.S.A.P.

If someone in your party/family becomes unwell, you will be asked to return home immediately providing someone within the group is safely able to drive.

If the driver is unwell and is unable to immediately return home, everyone in the party/family **MUST** isolate in their accommodation(s) until you are able to return home.

If your isolating and require the use of the motorhome service point, the waste disposal point or water tap you **MUST** phone 01792 386790 to arrange a timed slot. A member of staff can escort you to ensure social distancing and clean the service point before anyone else uses it.

In the event of a suspected infection, you **MUST** keep all rubbish within your accommodation/awning double bagged for at least 72hrs before it can be disposed of in a communal bin. If you are leaving before that time, you will have to take your rubbish home with you.

## **Contactless check-out**

Your departure time is between 7.30am & 11am. If you wish to use the waste disposal point or the motorhome service point, guests will need to adhere to social distancing guidelines. All departures will be monitored and logged via our CCTV and ANPR system. If required, we may need to provide this information to the government's contact and trace service.

(All information we hold is in-line with our privacy policy).

## **Covid-19 Cleaning routine**

The water taps, bin lids & waste disposal points will be sanitized at regular times throughout the day by a member of staff. This will be an extra precautionary measure on top of the hand sanitizer available at the waste disposal area.

As we will take every step possible to help combat this pandemic, we would ask everyone staying on the site to wash their hands thoroughly and as frequently as possible.

## **We hope you enjoy your stay with us.**

These are the procedures that we have put in place to meet the requirements and regulations of the Welsh Government. We will continue to monitor the regulations and will review policy as and when needed, to comply with up to date restrictions. As you will be aware, these restrictions are out of our hands.

If you have had your booking(s) changed or cancelled during this crisis, we would like to thank you for your understanding and support through this challenging time.

We hope you enjoy your stay with us at Kennexstone. All staff have worked tirelessly to make your stay as safe as possible and are sure that if we all abide by the rules, we can help to play our part in keeping this pandemic under control. If you have any questions or concerns, please feel free to phone us and we will be pleased to help.

Please keep this information accessible throughout your stay. If required, print this off and bring with you for reference.

If you cannot do either of the above, a copy will be displayed on the side of the washing up building as you enter the site.