

Corona Virus information

Update: 18th June 2020

Holiday Home and Seasonal Touring Owners:

We re-opened our park to Holiday Home owner and Seasonal Touring Customers on Saturday 4th July.

Touring Customers:

Touring, motorhome, campervan and trailer tent customers were welcomed back from Saturday 4th July, but will need to telephone the site as on line bookings will not be available until 10th July.

We have re-opened our toilet block with limited access, there will only be two wash basins in use in both the ladies and gents toilet block and only one urinal in the gents will be available to use. There will be four toilets in each available for use. The single shower in the ladies and gents toilet block will be closed but the four showers in the new shower block will be available for use. The chemical toilet will be open.

There are hand sanitisers at the entrances to the ladies and gents toilet block, all individual showers in the shower block, washing up area and laundry and we ask you to use these every time you enter. There will also be hand sanitiser at the entrance to the office/reception, please use this on each visit.

However, we ask you to be as self-sufficient as you possibly can in your tourer/motorhome/campervan or trailer tent/tent.

All Customers:

We are committed to ensuring all of our customers, guests, staff and the local community remain safe and comfortable during this post-pandemic period.

We have therefore produced the below guidance to demonstrate practices and procedures we are putting in place to keep you safe and how we would like you to behave whilst on the park and in the local area.

We ask that all owners and customers read this guidance before travelling to the park for the first time since the pandemic placed our country in a restricted state.

Covid-19 Government guidance for the public

For more information on Coronavirus, please visit the Public Health England website: <https://www.gov.uk/government/organisations/public-health-england>

1. The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia). If you have these symptoms, however mild, stay at home and do not leave your house for at least 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands using soap and water or use a hand sanitising gel.
4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

Update: 23rd March 2020

Following Government guidance requiring all holiday parks to close for commercial use, Giants Head Caravan & Camping Park was closed for the foreseeable future.

Guest cooperation:

We do ask that in all cases, if you are showing signs of symptoms, please refrain from using the facilities for the safety and consideration of other guests. Toilet blocks, reception areas and other facilities available at holiday parks can be a source of virus transmission, even though we have robust cleaning practices in place. Therefore, it is suggested that where possible you use the facilities within your own accommodation and where not possible, please ensure you maintain the highest standards of cleanliness for the sake of other guests and staff.

We ask that all guests, visitors and owners follow these simple snippets of advice from the government and a few requests of our own:

- Wash your hands regularly.
- Maintain good hygiene practices such as using tissues when you cough or sneeze and dispose safely of this tissue.
- Maintain a sensible distance from other guests and staff members and avoid contact such as handshakes.
- Please pay by card where possible. We are trying to minimise our need to handle cash. Please don't be offended if our staff wash or sanitise their hands after handling your cash.
- Email us on holidays@giantshead.co.uk or call us on 01300 341242 or 07970 277730 to let us know if you are experiencing symptoms of COVID-19.

Holiday Home and Seasonal Touring Customers:

If you are self-isolating in your caravan to avoid the virus but have no symptoms, please let us know.

If you are self-isolating in your caravan as you are showing signs of symptoms, then we do ask that you go home if you are well enough to do so. If you are not, please let staff in reception know by telephone (01300 341242 or 07970 277730) and avoid contact with staff members or other customers. We would prefer that guests stay at home where they have better access to their health care facilities and family for support.

We ask that you refrain from using any of the public access spaces (e.g toilet block, shower block, washing up area, reception, laundry) if you are self-isolating. If you require any assistance from staff, please contact reception by phoning 01300 341242 or 07970 277730 and not coming in in person.

There may be a temptation to use wet wipes or alternatives, please be reminded that our sewage system cannot breakdown these and this may lead to blockages. Do not flush any wipes – even ones that suggest they are flushable!

Touring Customers:

If you wish to cancel your visit, a credit for the deposit amount will be offered and we ask that cancellations are made no later than the day before your anticipated arrival. Credits will have an unlimited validity period on them.

If you are self-isolating in your tourer as you are showing signs of symptoms, then we do ask that you go home if you are well enough to do so. If you are not, please let staff in reception know by telephone (01300 341242 or 07970 277730) and avoid contact with staff members or other customers. We would prefer that guests stay at home where they have better access to their health care facilities and family for support. In any case, please inform staff if you have concerns that you are showing symptoms so that we can ensure any areas that you have accessed are suitably treated.