

# **Guidance to Touring Customers following the re-opening of the park from Saturday 4th July\***

\*Subject to the Government policy.

## **Prior to arrival at the park**

- We suggest that you pack essential shopping items such as soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser from your home supplies.
- Please plan your food and requirements in advance and bring everything with you that you may need. We are still not allowing food deliveries to the park.

## **On arrival, reception and checking in**

- Please 'check in' for your stay in reception but only send 1 group member
- Maximum of 1 customer at a time in reception and respect a queuing system.
- The balance of your stay will have to be paid on your arrival.
- We are operating in a cashless way where possible.

## **On the park**

- Central facilities will be open unless we are instructed to close them. This includes the toilet block, shower block, washing up area, and laundry (key on request).
- All children are the responsibility of parents at all times.
- Hand sanitiser will be provided at key locations.
- Social distancing of 2 metres to be maintained (or as stated in the current government guidance) at all times with other owners, park team members, tradesmen and members of the public.
- No social gatherings in groups larger than the current government guidance.
- No day visitors allowed to visit you at your tourer
- Please do not congregate in narrow areas when catching up with other park friends.

Whilst we'd love to see your faces, with the current restrictions on social distancing and maximum number of people in reception, we are trying to minimise your need to visit reception.

## **Around the village**

• Please bring all of the necessary provisions for your stay with you to lessen the pressure on our local shops at this time. This is because:

1. Not all of our local shops are fully open yet.
  2. Many of the shops have access restrictions so please be aware of number limits inside shops and maintain social distancing whilst queueing.
  3. We do not allow supermarket or any other food deliveries on park.
- Respect social distancing at all times.

## **Essential safety measures:**

- If at any point you begin to feel unwell or display symptoms of COVID-19, please do not visit any of our public access spaces and please return home.
- Maintain 2 m social distancing rules at all times when on and around the park
- Children are the responsibility of parents at all times.

Please be aware that if you breach the guidance above and in particular the social distancing measures, you will be asked to go home and not permitted to return until restrictions are eased, This guidance is a temporary additional to our park rules.

## **Park contact for enquiries:**

Please contact reception on 01300 341242 or 07970 277730 or email [holidays@giantshead.co.uk](mailto:holidays@giantshead.co.uk) should you have any questions or queries regarding our current operating procedures.

## **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.