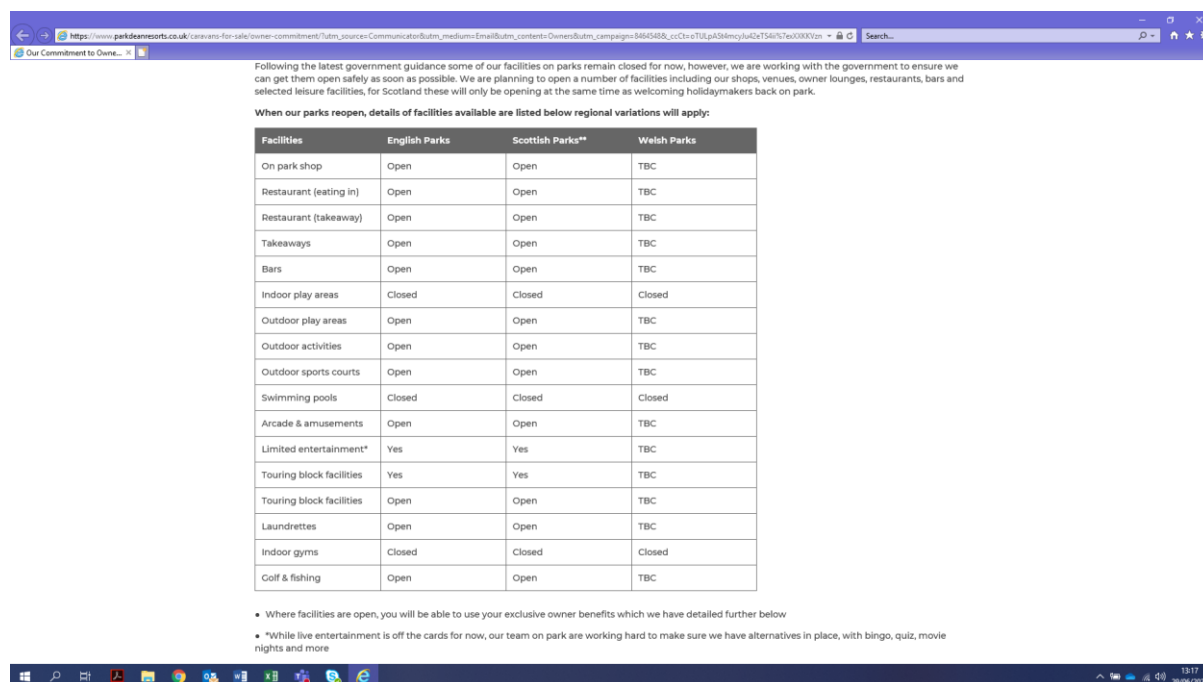


Opening Our Venues and Facilities

Following the latest government guidance some of our facilities on parks remain closed for now, however, we are working with the government to ensure we can get them open safely as soon as possible. We are planning to open a number of facilities including our shops, venues, owner lounges, restaurants, bars and selected leisure facilities, for Scotland these will only be opening at the same time as welcoming holidaymakers back on park.

When our parks reopen, details of facilities available are listed below regional variations will apply:



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When our parks reopen, details of facilities available are listed below regional variations will apply:

Facilities	English Parks	Scottish Parks**	Welsh Parks
On park shop	Open	Open	TBC
Restaurant (eating in)	Open	Open	TBC
Restaurant (takeaway)	Open	Open	TBC
Takeaways	Open	Open	TBC
Bars	Open	Open	TBC
Indoor play areas	Closed	Closed	Closed
Outdoor play areas	Open	Open	TBC
Outdoor activities	Open	Open	TBC
Outdoor sports courts	Open	Open	TBC
Swimming pools	Closed	Closed	Closed
Arcade & amusements	Open	Open	TBC
Limited entertainment*	Yes	Yes	TBC
Touring block facilities	Yes	Yes	TBC
Touring block facilities	Open	Open	TBC
Laundrettes	Open	Open	TBC
Indoor gyms	Closed	Closed	Closed
Golf & fishing	Open	Open	TBC

• Where facilities are open, you will be able to use your exclusive owner benefits which we have detailed further below

• *While live entertainment is off the cards for now, our team on park are working hard to make sure we have alternatives in place, with bingo, quiz, movie nights and more

- Where facilities are open, you will be able to use your exclusive owner benefits which we have detailed further below
- *While live entertainment is off the cards for now, our team on park are working hard to make sure we have alternatives in place, with bingo, quiz, movie nights and more
- **Facilities and venues in Scotland will open when Holidaymakers are back on park
- We are putting in place a number of policies and steps in each of our venues in order to maintain hygiene and social distancing standards. You can find out more about this in the sections below
- We will keep this under constant review, and we will communicate any changes with customers in due course, in light of any future updates to government advice

On Park Shops

- We will monitor and control the number of customers within shops at one time
- Queue management systems will be introduced with a controlled entrance and exit
- Where possible, we will install floor markings inside shops to aid with social distancing
- Additional pop-up hand washing and sanitisation stations or facilities will be provided

- All baskets and trolleys will be sanitised to minimise the risk of cross-contaminations

Venues, Owners Lounges, Restaurants and Bars

- Our Showbars will be operating as bars only, with no live entertainment at present
- Our venues will operate at a reduced capacity in all areas to ensure correct social distancing. We will remove tables and chairs to achieve this
- Hand sanitiser will be available at all entrances and exits to our venues
- Once customers have ordered and collected drinks, they will be directed back to their tables
- All queues will adhere to social distancing rules
- We will not be using carvery/buffet counters during this time
- We will ensure that tables are cleaned and disinfected thoroughly between customers
- We will have a dedicated member of staff on hand at front of house for cleaning and sanitising

Takeaways

- All takeaway shop areas will be fitted with floor markings to aid with social distancing
- We will provide signage to direct customers into lanes so they can queue while maintaining social distancing rules
- Additional pop-up hand washing and sanitisation stations or facilities will be provided
- All food will be served direct from the kitchen to marked collection points within the takeaway

Arcades

- We will regularly sanitise all cash points and encourage the use of contactless payment methods where available
- Arcade equipment and screens will be regularly cleaned and sanitised
- As with all other areas on park, the social distancing policy as advised by the government is in operation

Swimming pools (when allowed to open)

- No changing rooms and facilities will be accessible or open, unless specifically cleaned before each use where possible
- Shower facilities and spectator areas will not be available
- We ask customers to arrive at the pool in their swimwear, and to remove and store their clothing poolside
- We'll be reducing the number of people allowed in our swimming pools at any one time

Social Distancing Policy



- We ask all owners, holidaymakers and staff to maintain safe social distancing from each other where possible
- In instances where this may not be possible, we'll be adding additional shielding measure and/or PPE to maintain safe interaction
- In some areas of our parks, we may introduce a one-way system or spaced-out queuing to avoid close contact with others
- Where the above is not possible, only one member of your party should place orders at the bar, queue at a till point, visit reception or our other accessible areas at one time
- Where possible, we'll provide visible markers to help you adhere to social distancing guidelines when using any of our facilities on park

Hygiene Policy

As well as asking our owners and holidaymakers to continue maintaining personal hygiene standard, regularly washing hands and using a disposable tissue to catch any coughs or sneezes, we'll also be implementing a number of enhanced hygiene measures on our parks in order to reduce any risk of contamination.

- Use of disinfectant when cleaning communal areas and accommodation
- Frequent deep cleaning and disinfecting of high footfall areas and surfaces
- Providing gloves and PPE for our housekeeping teams
- Introduction of hand washing and sanitisation stations in public areas and near entrances and exits where possible

Hygiene is a huge priority for us and our parks and staff will be on hand ensuring our superb cleanliness standards are maintained across the park.