

## Caravan guidance to all guests

- Each caravan will be provided with its own cleaning pack for use during your stay and this will include, antibacterial sprays, floor wipes, antibacterial hand wash etc. We will be asking all guests to use these during their stay. You will still need to bring your own tea towels and towels and take with you when you check out
- Our cleaners will be deep cleaning and sanitising the caravans before each stay in fresh PPE for each caravan and no one else will be entering the caravans until you arrive.
- We have had to make the decision that we will not be able to provide duvets and pillows during your stay and you will need to bring these with you. Bed sheets only will be provided as we can ensure these are boil washed with hospital grade detergent. This is just not possible with the duvets, covers and pillows etc. **To confirm you will need to bring duvets, pillows and covers for these**
- Coloured sacks will be in your cleaning pack and sheets must be stripped from the beds placed in the sack and left outside the caravan on your departure
- All rubbish must be removed from the caravan before your departure and placed in the large bins located near the caravans
- Any items left behind at the caravans will need to be disposed of, we are not able to keep anything so please make sure you double check all cupboards and under beds before you leave
- All toys, games and DVD's will be removed from the caravans for the foreseeable future, sensory equipment like fibre optic tails etc will be available and sterilised in between stays
- Please note day guests and visitors are not currently permitted. Only those within your booking are allowed on site and to access the caravan.
- All caravans have now had a key safe fitted to the caravan and no keys will be available from reception

For anyone still shielding or who feels unable to go away please email [shortbreask@essex.gov.uk](mailto:shortbreask@essex.gov.uk) as soon as possible with your booking reference number and we will cancel and refund any payment made for you.

**We do ask anyone displaying symptoms or who has been in contact with anyone displaying symptoms to not attend your booking. The caravan site has the right to remove anyone from site or refuse entry if they believe them to be symptomatic and this would void your booking and any refund you would have been offered if booking cancelled before arrival.**

## Protecting Our Owners and People

At Parkdean Resorts, we're committed to ensuring the safety and comfort of our owners, holidaymakers, team and local communities.

As the UK's largest holiday park operator, our business supports thousands of local jobs within the travel and tourism industry – from our teams on park to local communities and businesses. Therefore, we have a responsibility to ensure safety within our communities.

We are continuing to follow government guidance and we've revised policies and measures to ensure the safety of our owners and holidaymakers is our highest priority.

## COVID-19 Safety Policy



All of our owners, holidaymakers and park teams must adhere to a number of key requirements to maximise safety on our parks.

- Only travel to our holiday parks if you are fit and well and there are no government restrictions in place preventing you from travelling, and advise us if become unwell
- When you are out and about on park please follow the latest government requirements on social distancing
- Whilst in your holiday home and when out and about on park and in the local community, please comply with the current government requirements about the number of people and different households that you can mix with
- Our social distancing, hygiene and other policies which we have implemented on park (such as following one way systems) are in place for your safety. Please comply with these and follow the instructions our team may give you
- Please respect our local communities and follow social distancing requirements when you are visiting the area around the park
- If you or a member of your party feel unwell during your stay please tell us and return to your permanent home. (If you are using public transport please let us know)
- You are not permitted to self-isolate on park
- We have introduced an app for you to order food and drinks in our venues – please try to use this where possible to reduce contact with other people
- We encourage you to use contactless card payments rather than cash where possible

- All people entering our venues will be required to provide their details for NHS test and trace either by scanning the relevant QR code poster with their smartphone or by providing details to our team members where scanning the code is not possible
- Please supervise your children and ensure that they follow social distancing requirements
- Please wear face coverings in all indoor public areas (except when seated at a table to eat or drink). Please note that you may be asked to remove face coverings safely if asked to do so by police or by staff for identification purposes
- Failure to observe these requirements will result in refusal of service. Our owners should be aware that the police and local authorities have powers to enforce social distancing requirements and can instruct those not following these to disperse, leave an area or take further enforcement action

**We want everyone to have a fun happy and safe experience. If anyone deliberately ignores the government requirements and our COVID-19 safety policy or revised safety procedures, for the safety of all our owners, holidaymakers and park teams they will be asked to leave the park.**

### Our Venues and Facilities

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We're pleased to announce that the vast majority of our on-park facilities are now open - including our swimming pools. We have also resumed running a number of activities on park, details of which you can find on the link below.

To ensure safe social distancing, a we have put measures in place across our facilities and activities. Details of these can be found in the sections below.

While live entertainment is limited across our parks, our team on park are working hard to make sure we have alternatives in place, with bingo, quizzes, movie nights and more. [Click here](#) to see our planned schedule of light entertainment and activities. Please note, all entertainment will conclude no later than 9:45pm each evening due to the closure of our park venues at 10pm.

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

#### 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 hospitality venues will be closing at 10pm - in line with local Government legislation

- Face masks must be worn in all indoor complex areas, other than when you are seated to eat and drink. We have also made it compulsory for our team to wear face masks in bars, restaurants and close contact venues
- All evening entertainment (where in operation) will conclude no later than 9:45pm
- We will continue to operate our complexes at reduced capacity, encouraging people to stay at least 1 metre apart, to maintain social distancing
- Hand sanitiser will be available at all entrances and exits to our venues
- We will be operating table service in our bars and restaurants, which means you can use our Order & Pay App to order food and drinks directly to your table. Takeaway deliveries will continue as normal
- 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
- We will continue to operate track and trace throughout all our venues

### 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

- All sessions need to be pre-booked (sessions may be limited due to availability) - please telephone or visit reception to make your booking.
- We ask owners to arrive 'pool ready' in their swimwear and with their towel - ready to swim
- Please shower before arrival
- No changing facilities will be available at the pool
- Spectator areas will remain closed during general swimming sessions
- Our pools will operate a one way system to enter and exit the pool complex
- Some pool water features and areas may remain closed or limited
- Owners should arrive at the pool no earlier than 5 minutes prior to their booked session
- All swim sessions are weather dependent

- 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.