



## **COVID-19 IMPORTANT INFORMATION FOR YOUR STAY**

**Please read the following prior to your stay.**

**By making and paying for your reservation at Woodstock Touring Park you agree to abide by the following conditions prior to and during your visit and accept the measures that we have put in place during the Covid-19 pandemic. These are an addition to our general terms and conditions.**

### **SYMPTOMS OF COVID-19**

The main symptoms of COVID-19 are a high temperature, a new continuous cough and a loss or change to your sense of smell or/and taste.

If anyone in your party shows symptoms of COVID-19 prior to arrival please do not visit. Please contact us to let us know of your cancellation ASAP.

If anyone in your party shows symptoms of COVID-19 during your stay please let a member or staff know by telephoning 01366 500559 and follow governments guidelines on self isolating at home. Do not use any of the shared facilities on site.

### **TRACK AND TRACE**

All guests names and contact details will be kept for track and trace purposes.

### **SOCIAL DISTANCING**

Social distancing of 2 meters must be adhered to at all times and in all places whilst at Woodstock Farm. It is parents responsibility to ensure children follow social distancing rules. Dogs must be kept on leads at all times.

### **PEOPLE FROM OUTSIDE YOUR HOUSEHOLD**

Please follow government guidelines when meeting people from outside your household.



## **RECEPTION & PITCH PAYMENT**

The reception will remain closed until such a time is deemed safe to open. We will be contactable by the reception 'Ring' intercom and telephone 01366 500559. Closure of the reception will mean payment will be required prior to arrival. Details of how to make payment will be sent to you two weeks before your arrival date.

## **SELF CHECK IN**

Prior to arrival you will be contacted with information of how to self check in, with pitch allocation and gate access details. Check in is from 12 midday on day of arrival. To maintain social distancing please make sure you leave at least 6 meters between you and the caravan/tent unit next to you. This rule applies to ALL units including friends and family.

## **HAND SANITISER**

Hand sanitiser stations are provided at strategic touch points such as drinking water taps, reception intercom, gate keypads, washrooms, washing up area, bins, waste point etc. Hand sanitiser must be used before use/entry.

## **WASH HANDS**

Please wash hands regularly throughout your visit. We provide hand wash at all sinks.

## **FACILITIES**

Where ever possible please use facilities in your own units. Please be aware you increase your risk of COVID-19 by using shared facilities. Children must be supervised.

Hygiene is of great importance at this time so please respect washrooms for everybody's safety.

## **Toilets**

To maintain social distancing two of our toilets will be closed. Toilets will be available at the 3 washrooms we have on site.

## **Washrooms**

The washrooms will be cleaned regularly throughout the day with appropriate cleaner for Covid-19. Whilst cleaning is in progress the washrooms will be closed. Please wait for an available washroom at the indicated location and leave door open on departure.



### **Washing up area**

Only one person allowed in the washing up area at a time. Please wait for availability at the indicated location.

### **Electric hook ups**

Electric hook ups will be cleaned at changeover.

### **DAY VISITORS**

Day visitors will be limited and prior arrangement only - visitor details and payment will be required prior to arrival. Under NO circumstances are visitors allowed on site without prior arrangement.

### **SELF CHECK OUT**

Departure is 11am on the day of departure unless prior arrangements have been made.

### **FISHING**

The fishing lake will be open from 7am to 8pm daily.

Walking round the lake you must keep well away from other anglers to ensure social distancing of 2 meters can be achieved.

Children **MUST** be supervised at all times.

### **Payment**

Correct payment only. Please remember to bring cash for fishing payment as no change will be given or card payment available due to the reception being closed and to maintain social distancing on the fishing bank.

#### Day ticket fees

£10.00 per person for up to 2 rods.

Additional rods £3.50 per rod.

Over 65's £9.50 per person for up to 2 rods.

### **Envelope payment system**

Please bring your own pen for writing details on payment envelope provided and fold payment envelope before posting in payments box. Please write your full name and pitch number on the envelope.



**IN AN EMERGENCY**

In case of emergency please use 'Ring' intercom at reception or call 01366 500559.

**By adhering to the above this enables us all to help stop the spread of the virus and be able to stay open and accept visitors for some well deserved holiday. We accept no liability for anyone contracting Covid-19. Please be aware due to circumstances beyond our control the site may close at very short notice. Thank you for your understanding during these difficult times.**