



## COVID-19 IMPORTANT INFORMATION FOR YOUR STAY

Please read the following prior to your stay.

By making and paying for your reservation at Woodstock 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. Please ensure all your party have read this information. These conditions are under constant review and may change instantly, we advise you to read again on our website just before you arrive and an up to date copy will be on the campsite notice board.

### **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. QR Code posters for the NHS app will be displayed at the notice board and reception door.

### **SOCIAL DISTANCING**

Social distancing of 2 meters must be adhered to at all times and in all places whilst at Woodstock Park/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 & 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. Payment is required at least 7 days before arrival. If your booking is less than 7 days away payment will be required immediately.

### **PITCH SELF CHECK IN & SELF CHECK OUT**

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 adequate space to adjacent pitches. Departure is 11am on the day of departure unless prior arrangements have been made.

### **SHEPHERD HUT GLAMPING**

Prior to arrival you will be contacted with information on how to self check in and check out with key collection and gate access details. Check in is from 1.00pm on day of arrival, departure is 11am on the day of departure.

### **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.

### **FACILITIES**

Please use facilities in your own units. Unfortunately due to restrictions the toilets, showers and other shared facilities will not open until restrictions are lifted. This should hopefully be the 17th May 2021 as set out in the government's roadmap. Fresh water and wastewater facilities will be available.

### **DAY VISITORS**

Sorry we are not allowing day visitors at present.



## **FISHING**

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

## **Fishing 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 500559/07825565203.

## **CANCELLATION GUARANTEE**

In the event of Government enforced closure of Woodstock Park due to Covid-19 we will reschedule your booking subject to availability.

## **IF YOU HAVE BEEN INSTRUCTED TO ISOLATE DUE TO COVID-19**

If you have been instructed to isolate due to Covid-19 over the dates of your stay you must not visit or isolate at Woodstock Park. We strongly advise holiday insurance to cover the cost of your holiday should you need to cancel due to Covid-19.

**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.**