



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 of 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 are required 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. We provide hand wash at all sinks.

FACE MASK

Please wear a face mask in indoor areas.

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 at all times.

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

Please follow conditions displayed in washrooms. The washrooms will be cleaned/sprayed 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 for increased ventilation. For this reason unfortunately heaters will not be in operation.

Washing up area

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



DAY VISITORS

Day visitors will be limited and with prior arrangement only. Visitor Track and Trace contact details and payment will be required prior to arrival. **Under NO circumstances are visitors allowed on site without prior arrangement.** It is your responsibility to book day visitors in and make them aware of our Terms & Conditions.

FISHING

The fishing lake will be open from 7.00am to 7.00pm 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.

POSITIVE COVID-19 TEST RESULT / INSTRUCTED TO ISOLATE/QUARANTINE DUE TO COVID-19

If you have a positive Covid-19 test result please do not visit until you are clear of the Covid-19 virus and have completed isolation. If you have been instructed to isolate / quarantine 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.