



## PARK RULES

### ADDENDUM FROM 13<sup>th</sup> JULY 2020

This document forms an addendum to the standard Park Rules and applies to all customers. We need your help and co-operation to ensure these conditions are met to allow the park to reopen safely. Park staff will be asked to ensure the new rules are being followed and failure to observe these fair and reasonable park rules may be a breach of your agreement with the park.

It goes without saying that our relationship with the local community is extremely important to us, and in addition to the below we would ask that you all follow the Government guidance whilst visiting the area. This advice is published by the Welsh Government and may differ from other locations within the United Kingdom. If you are unsure as to what the guidance is, please contact us and we will direct you to the relevant information.

Please bear in mind that many in our local community are still very apprehensive about welcoming back visitors, it is therefore paramount that we are able to reassure them that our customers can all return without creating any further unnecessary risk.

**Most importantly**, you should not travel to the park if you, or anyone in your household, have COVID-19 symptoms. If you develop symptoms whilst on the park, you must inform the Park Manager immediately, follow the procedures set out by the Government, and make arrangements to return to your main place of residence immediately.

In addition we ask all customers to adhere to the following:

- Track and Trace – a requirement has been placed on us to keep a record of all visitors to the park. As such it is **very important** that every holiday home owner completes our **track and trace form** which will be available on our web site. You will need to let us know the names and contact numbers of all who will be staying in your holiday home, and the associated dates. This data will be securely stored for 21 days before being deleted.
- NHS App – QR codes will be displayed at our indoor facilities such as restaurants, pools and spa. We ask that you download the NHS App and scan the QR code displayed at the entrance to these facilities.
- If your primary residence is within an area involved in a localised lockdown, you must adhere to the relevant guidance on travel and not visit your holiday home if this is prohibited.
- If you have been identified through the Coronavirus Track & Trace programme and have been asked to self-isolate, or have returned from another country whereby you are required to self-isolate, you must **not** use your holiday home throughout your self-isolation period.

- the holiday home should only be used by members of the same household, or those in your extended household, if permitted under Government guidance. If you are unsure, please contact reception.
- We would ask that anyone staying with you in your holiday home be made aware of the social distancing and hygiene rules. Whilst staying on our parks, your guests are your responsibility and as such, anyone found to be in breach of our current guidance will be asked to leave the Holiday Park with immediate effect.
- no social gathering with friends, no visiting other Owners holiday homes
- you will not be allowed to have visitors access the park during your stay
- social distance to be maintained at all times from other owners, this is 2m in Wales at present.
- Facemasks must be worn in indoor public locations as detailed by the current Welsh Government guidance
- social distance to be maintained at all times from park team members and all contractors to the park
- please supervise children at all times on park so that they do not, albeit inadvertently, break the social distance rule.
- one-way systems, or directional signage, which may operate in some areas of the park to ensure social distancing on footpaths must be observed
- hand sanitiser will be provided at bin compounds, please use this before and after entering the compound
- please refrain from touching or entering any of the sales units on park, there will be strict new guidelines for viewings, all of which will need to be pre-arranged.
- please keep us informed of any contractors or third party food deliveries you arrange to the park. It is important we keep details of all visitors to the park.
- essential shopping items you may wish to bring include soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser
- give consideration to bringing your own supplies of food and drink as this may help reduce reliance on and congestion in local shops

### **Holiday Home Maintenance**

We understand that there are certain instances where it may be necessary for 'Emergency' work to be carried out to your holiday home whilst you are staying with us. These are as follows: –

- Boiler not working – no hot water or heating
- No electricity
- Water leaks
- Faulty door locks
- Gas/Electric test

For a member of our staff to carry out any work we would ask that you vacate your holiday home for at least 1 hour, leaving the windows open to allow for ventilation. Our staff, wearing the appropriate PPE, will attend to the issue and notify you of the outcome.

If any further works require carrying out, including warranty/after-sales we will be able to arrange this following your Holiday Home being vacated for a minimum of 48 hours. Any outside contractors

you employ to work on your holiday home on the park will need to sign in and provide copies of their Covid-19 safe working procedure documents.

Please note as the Welsh Government guidance changes these rules will need to be reviewed.