

## Preparing for and Operating Holiday Home Sales

- Wherever possible, initial viewings should be done virtually. As much information as possible will be provided to the customer in order to narrow their sales preferences and hence only arrange viewings on those holiday homes of interest.
- Sales viewings on site will be by appointment only:
  - a) customers will be contacted the day before their appointment to answer a short health questionnaire
  - b) viewings will be per household only, and we would encourage as few members as possible to visit. Children will be asked to remain outside the holiday caravan during viewings.
  - c) meet the customer outside the office
  - d) ask whether any party is showing coronavirus symptoms or has been asked to self-isolate before going ahead with any viewing
  - e) record the arrival time of the visitor including name and contact information etc
  - f) hand sanitiser at reception door entrance and any reception/ sales desks
  - g) notices to encourage use of sanitiser and completed Staying COVID-19 Secure poster
  - h) in busy periods, staff should ask people to wait their turn outside or return later
  - i) clean frequent hand contact surfaces after each use
- Preparation for viewings:
  - a) open all windows (on the security latch) to ventilate the holiday caravan if practical; allow one hour's ventilation between viewings
  - b) open and wedge all internal doors to allow air to circulate
  - c) remove internal doors/ tape off areas to reduce the number of hand contact points
  - d) schedule sales appointment to allow time between visits for full ventilation
  - e) providing hand sanitiser (or disposable gloves) to customers and ask that they avoid touching any surfaces
  - f) clean any unavoidable hand contact points between viewings
  - g) schedule deep cleaning either after every 10 viewings and periodically (say, weekly, depending on the number of viewings).
- Viewing accommodation:
  - a) All holiday caravans on display and offered for sale should have been cleaned and locked
  - b) organise viewing in time slots, allowing for cleaning between visits
  - c) unlock the holiday caravan; the sales person to keep the keys
  - d) restrict viewings to one household at a time
  - e) masks to be worn when inside the holiday homes
  - f) staff should remain outside the accommodation and discuss questions there whilst observing social distancing (2m)
  - g) provide disposable gloves to buyers and/or ask that they avoid touching any surfaces
  - h) lock the holiday caravan after the viewing

- Sales documentation:
  - a) Paperwork and communications could be conducted by phone and email to limit interaction Signing sales documents
  - b) ensure a designated space within the sales office that respects the privacy of the customer(s) and affords the appropriate 2m distance between customer(s) and staff member.
  - c) protective perspex screen to be installed on reception desk
  - d) disinfect all surfaces in the designated space, including table tops, desktops, chairs and any electronic devices
  - e) provide the customer(s) with a disposable pen or clean pen to keep.
  - f) customer(s) and staff members should observe proper sanitising/ handwashing protocols immediately upon completion of signing.
  
- Customer owned sales:
  - a) a full clean and disinfection process should be undertaken before the holiday caravan can be considered for display or sale (Appendix 1)
  
- Hand-over:
  - a) Prior to handover the relevant staff member should confirm that the accommodation has been cleaned before giving the customer the keys
  - b) ensure that keys have been disinfected before giving them to the customer
  - c) conduct the hand-over at the location of the sited unit
  - d) maintain the recommended 2m social distance from the customer during the handover process
  - e) not enter the accommodation with the customer
  - f) make alternative arrangements to explain on-board appliances/ equipment.