

Holiday Home & Seasonal Touring Owners



Welcome to Park Cliffe!

We're looking forward to welcoming you back to Park Cliffe following our enforced closure due to the Coronavirus pandemic. To help us all adjust to the 'new normal' and prepare for your arrival, please read this guidance.

Ahead of arriving at the park

- If you are aware of any work needed in your holiday home, please let us know with ample warning so we can carry it out with enough 'waiting time' before your visit.
- For gas service and testing contact Staveley Gas Services on 07891 592749.
- For tourer repairs contact Bardsea Leisure on 01229 584712.
- We suggest that you pack essential shopping items such as soap, hand gel, gloves, toilet roll, disinfectant and hand sanitiser from your home supplies.

Track & Trace

In addition to our risk assessment and procedures to ensure our park is COVID-19 secure, we are required to comply with guidance by working with the **Track and Trace** system.

For this, we need to know who is on our park at any point in time, and only keep that information for 21 days. For all holiday caravan owners and seasonal touring customers, we are required to know when you are staying and who is in your party. We need names, dates and contact details. This will include any day visitors.

Please work with us to achieve this objective, by emailing us at notify.parkcliffe@gmail.com only use this email for this purpose as it is not monitored for anything other than the Track and Trace system.

If you are not internet friendly, then this registration can be done by calling 015395 31344. Where possible, please use the email address as this allows you a lot more flexibility should your plans change. We also anticipate reception staff will be very busy during this time.

On arrival

- Flush through your water systems to clear out stagnant water, especially shower heads which should be held away from the face to avoid inhaling the spray.
- Run all taps and outlets for 1 minute each.

Out of hours assistance

- If you require the emergency services, please locate the Duty Warden. (Check the notice on the reception door to locate them when reception is closed). A defibrillator is available by the wooden building adjacent to reception. Call 999 for the code or ask a member of staff.

ON THE PARK

To adhere to Government guidance, we're unable to reopen some of our community facilities currently, including the tourist information area, games room and communal shower blocks. The toilets are now open, please use a face covering when accessing these facilities.

Hand sanitiser will be provided at key locations.

Reception

While we normally love to see you in person, we are trying to minimise your need to visit Reception during your visit. Reception will be open daily over the summer:

Sunday to Thursday	8.30 am – 6 pm
Friday, Saturday	8.30 am – 9 pm

Please use hand sanitiser as you enter the building and only one customer at a time will be allowed into the Reception area.

We are accepting card payments only and cannot accept cash. Holiday home owners can order gas by calling 015395 31344 and paying by card. If you have any other outstanding invoices, please call reception to make a card payment or arrange to pay by bank transfer.

To manage social distancing, we will only be able to carry out any repairs on your holiday home when you have returned home. So we can leave a sufficient gap before staff enter your home, please let us know when you have left the Park.

Shop

We have created an external hatch on the outside door and staff will be happy to serve you there, collecting your goods from the shelves for you. Again, only card payments can be taken and only one person should

approach the hatch at any time and please queue away from the bottom of the steps observing social distancing rules. Please see the shop door for opening times.

Restaurant

From 14th September we are offering takeaway evening meals between 4 pm and 9 pm Friday and Saturday, 4pm – 7pm Sunday and breakfast between 9.30 am and 12 noon on Sundays. If these facilities are important to you please confirm times with Reception.

Our Facebook page will show the weekly menu and please call 01539 766668 to place an order and pay by card. When your order is ready, we'll give you a call and you can collect it from the restaurant door.

Please observe social distancing rules in the queue and if you eat outside on the picnic benches, kindly tidy away your rubbish before leaving.

Launderette

The launderette will be open 9 am to 9 pm daily. Please use hand sanitiser on entering. Only one person at a time must use the launderette and to enable others to use the machines please don't wait inside for your washing to finish.

Washes take 3 x £1, dryers 50p's and the iron 20p.

There is also a filtered water machine available in the launderette.

Waste disposal

The waste and recycling facilities will be open as normal but do ensure you thoroughly wash your hands after disposing of any waste.

Around the local area

You might like to think about bringing many of the necessary provisions for your stay with you. This will help to reduce the pressure on our local shops, many of which aren't yet fully open and have access restrictions. Please be aware that you may have to queue to enter a shop and social distancing in the local area must be respected at all times.

Managing social distancing and hygiene

Help us to effectively manage the safety of our team and guests while visiting Park Cliffe and ensure the current social distancing rules are always maintained with other owners, park team members, tradesmen and members of the public. Social gatherings in groups larger than the current government guidelines will not be allowed and please do not congregate in narrow areas when catching up with other park friends.

Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing, and blowing your nose, or after being in public areas. Use hand sanitiser when soap and water isn't available.

Essential safety measures

- If at any point you begin to feel unwell or display symptoms of COVID-19, do not visit any of our public or communal areas and return home immediately. Please inform reception on 015395 31344 or info@parkcliffe.co.uk.
- Always maintain the current social distancing rules when on and around the park
- Your children are always your responsibility so help them to obey the safety guidelines.

Please be aware that anyone who breaches these rules will be asked to leave Park Cliffe and not return until restrictions are eased. This temporary guidance is a temporary addition to our park rules. We look forward to lessening these restrictions as and when it is safe to do so.

Further information

Please contact reception on 015395 31344 or email info@parkcliffe.co.uk should you have any questions or queries about our current operating procedures.

Useful Telephone Numbers

Police, Fire, Ambulance 999
Police (Non-emergency) 101
Doctor (Out of hours) 111
Health Centre (Windermere) 015394 45159
Hospital, Furness General (Barrow) 01229 870870
Westmorland General (Kendal) 01539 732288
Sansom & Dodwell Vets (Windermere) 015394 88555
Oakhill Vets (Windermere) 015394 88555
Windermere Tourist Info Centre 015934 46499
Windermere Auto Centre 015394 88955
AA (Members) 0800 887766
RAC 0333 2000 999
RAC (Members) 0800 828282
Taxi: Lakeside 01539 88888 / Ace 015394 45445

Staveley Gas Services 07891 592749
Bardsea Leisure 01229 584712

Covid-19 Government guidance for the public

For more information on Coronavirus, please visit the Public Health England website: <https://www.gov.uk/government/organisations/public-health-england>

1. The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia). If you have these symptoms, however mild, stay at home and do not leave your house for at least 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing, and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that is all you have access to.
3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands using soap and water or use a hand sanitising gel.
4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.