

## Touring and Glamping Customers

### Welcome to Park Cliffe!

*We're looking forward to welcoming you 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

- We suggest that you pack essential shopping items such as soap, hand gel, gloves and hand sanitiser from your home supplies.
- The balance of your stay will have been paid prior to your arrival.

### 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. Please ensure we have the correct contact details for you. Day visitors are not encouraged but if you do have any visitors please ensure you abide by social distancing guidelines and register visitors at reception.

### Checking in

Reception is open daily:

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

Check-in time is after 2 pm and it's helpful if you can try to arrive before reception closes for the day. If this isn't possible, please let us know in advance so we can make arrangements for your later arrival.

While we normally love to see you in person, we are trying to minimise your need to visit Reception during your stay. If you prefer not to enter Reception on arrival, please sound your horn and we will come outside to meet you.

If you do enter reception, please use hand sanitiser at the entrance and respect the queuing system as only one customer at a time will be allowed into the building.

We are accepting card payments only across the park and cannot accept cash to reduce 'touch' points.

## **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.
- Please note that the park gates are locked, and no excessive noise is permitted between 11.00 pm and 7.30 am.

## **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 toilet and shower blocks.

Hand sanitiser will be provided at key locations.

## **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, 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 current opening times.

## **Restaurant**

From 14<sup>th</sup> 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.

### **Pot wash area**

The pot wash area is open but to manage social distancing we have closed alternate sinks. Please follow the one-way system around the facilities block.

### **Glamping customers**

A private bathroom has been allocated for your stay. These are upstairs in our toilet and shower block and you will receive your bathroom key when you check in. For safety, ensure that only one person uses the stairs at a time, and don't linger on the stairs at all.

Before you leave the Park at the end of your stay, please open the roof light and/or window in your bathroom for ventilation (unless the weather is very poor). Please also open your pod window(s) to allow us to ventilate it before we clean.

Please note gazebos are not permitted on the pod areas.

### **Touring customers**

Our communal shower blocks will remain closed so you must be able to use your on-board shower facilities for the duration of your stay. Our toilets are now open, face covering should be worn when accessing these facilities. Where possible we would encourage customers to use their on board facilities.

The chemical disposal point is open and can be found adjacent to the games room. Please use the hand sanitiser provided and leave the area in a clean and tidy state for others.

### **Waste disposal**

The waste and recycling facilities can be found adjacent to the games room and will be open as normal. Do ensure you thoroughly wash your hands after disposing of any waste.

### **BBQ's**

BBQs are allowed on the touring and glamping areas but you must ensure they are raised off the ground and preferably placed on a gravel area.

*Pod customers.* We have provided a BBQ stand for your use and BBQs must not be placed directly on the decking boards and ensure charcoal is completely cold before you dispose of it.

Open fires and fire pits are not allowed on the park.

While we're unable to welcome campers to the park at the minute, you are welcome to walk around the 'Fellside' area but BBQ's are not allowed here.

### **Wi-Fi**

Username: parkcliffe

Password: thegreatoutdoors

### **Dogs**

Well behaved dogs are welcome on the park but must always be kept on leads. There is a designated dog walking area indicated on the park map and dogs must not foul the park. Please pick up after your dog at all times.

A public footpath leads from the play area to the hill, Moor How, above the site, and gives spectacular views of the surrounding fells and lake. Moor How is privately owned so do keep to the marked footpaths.

### **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.

### **Checking out**

Please let reception know when you are leaving the park and also let them know if anyone in your party has been unwell during their stay.

*Pod customers.* Remember to return your keys to reception.

### **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.

### **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.***

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

### **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.