

Updated 18 June 2021

## **Deluxe Camping Pod & Shepherd's Hut 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 now required by law to ensure we have details of all persons staying on the park. Please ensure we have the correct contact details for you and your family (all persons 16yrs +). Day visitors are not encouraged but if you do have any visitors please ensure you abide by social distancing guidelines, household mixing rules and register visitors at reception.

### **Checking in**

Reception is open daily 8.30am-9pm.

Check-in time is after 3 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.

**On the park**

Our tourist information area and games room remain closed.

Our communal shower facilities reopen 17 May (Shepherd's Hut customers).

To safely reopen our shower blocks we have introducing some new measures to manage social distancing and minimise mixing between different households.

A wristband will be provided to you when you check-in on arrival. When using the shower blocks, please hang your wristband on the hooks displayed at the entrance to the shower blocks. If there is no free hook available, then please wait or return later. A free hook indicates there is a shower available. Don't forget to collect your wristband again as you leave. Please minimise your time spent in the shower blocks and just use them for showering or washing at the sinks. (Do your hair and make-up back at your tent please!). Please return your wristbands to reception upon departure.

Face coverings are mandatory when using the toilets and showers (apart from when actually showering). We are maintaining our regular cleaning protocols and other COVID safe measures across the park.

Hand sanitiser will be provided at key locations.

**Deluxe Camping Pod customers**

Please bring towels with you. Bedding is provided for the double bed. If you have children we provide a mattress protector and bottom sheet for the pull out sofa bed, please bring other bedding.

**Shepherd's Hut customers**

Please bring towels with you, we provide bedding for the double bed.

**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.

### **Private Bathrooms**

For those customers who have pre booked a private bathroom. These are upstairs in our toilet and shower block and you will receive your bathroom key when you check in. For safety, please wear a face covering, 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 window in your bathroom for ventilation (unless the weather is very poor).

### **Launderette**

The launderette will be open 9 am to 9 pm daily. Please use hand sanitiser on entering. Face coverings are required (unless exempt). 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.

Please note gazebos are not permitted on the pod areas.

### **Waste disposal**

Please empty your kitchen bin into the wheelie bin and recycling bins opposite the games room. Do thoroughly wash your hands after disposing of waste.

### **BBQ's**

We have provided a stand for your BBQ. Please do not place a BBQ directly onto the grass or the decking boards, thank you. Ensure charcoal is completely cold before you dispose of it.

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

### **Park Cliffe Wi-Fi**

Username: parkcliffe

Password: thegreatoutdoors

The Deluxe camping pod and Shepherd's Hut are both pet free accommodation.

### **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.

### **On the day of departure**

To reduce the risk of infection we are asking for your help before you leave your caravan and would be grateful if you could:

- Remove the pillowcases, bottom sheet and duvet covers from your bed and place them in the bin bag provided (please do not fold the linen).
- You will find a bin bag in the cupboard underneath the kitchen sink.
- Remove any unwanted food or drink and empty the bin.
- Open the windows (unless the weather is particularly poor) to ventilate the property prior to cleaning.

Thank you!

### **Checking out**

Please remember to return your pod keys to reception prior to 10am and also let them know if anyone in your party has been unwell during their stay.

### **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](mailto: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](mailto: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.