

# Pre Arrival Information for Customers – Covid 19

Please **DO NOT** visit Damage Barton if you or anyone in your party has any of the following symptoms:

1. High Temperature
2. New dry persistent cough
3. New loss of taste or smell
4. Or you live with someone you know has symptoms (even if they are not coming away with you)

Let us know that you will not be able to take up your booking and we will either transfer to new dates or refund your deposit (if money has been paid on the booking).

If during your stay you become unwell and develop the above symptoms **please leave the site as soon as possible** and contact us to let us know that you have had to leave early because you are unwell. Follow current Government guidance once you are home.

## **ARRIVAL PROCEDURE**

We ask that only 1 member of your party comes to reception to complete registration and make the balance payment. **Face coverings are required in reception thank you.**

Card payment only please, (if this is a problem for you please let us know in advance), or telephone 01271 870502 if you prefer not to come into reception and we can check your booking details and take the payment over the phone.

In reception, please stand where the floor markings show you, exit via the shop courtyard and respect the social distancing guidance at all times.

## **ARRIVAL TIME IS FROM 12 MIDDAY ONWARDS**

**If you wish to arrive earlier than this you MUST book from the night before to ensure that your pitch will be vacant prior to 12 midday. We are not able to offer waiting space in the car park during these current restrictions.**

## **DEPARTURE TIME IS BEFORE 11AM**

**On the day of your departure you MUST leave before 11am, this ensures that we have time to make the appropriate preparation of your pitch before the next arrivals. If you want a late departure you must book an extra night and then you can depart at leisure after 11am.**

## **LATE ARRIVALS – AFTER 5PM**

If you are going to arrive after 5pm please let us know prior to arrival day or during the day of your arrival to ensure we leave you late arrival instructions. Our normal procedure of leaving late arrival instructions in the information lobby will remain the same, please only 1 person from each party go in to collect the named information sheet.

Please 1 person only from each party come to reception the following morning to complete registration and payment or telephone 01271 870502 if you prefer not to come into reception and we can check your booking details and take payment over the phone.

## **FACILITIES ON SITE**

**NB: Current Government Guidelines do not allow us to open showers & privacy washing cubicles until the 17<sup>th</sup> May 2021.**

### **ON SITE from 15th April 2021**

Toilets, dishwashing and laundry facilities will be open.

Plus our water points, taps on some pitches, Elsan disposal points and the Motorhome Service Point will also be in operation. We always maintain these to a high standard of cleanliness but extra staff cleaning/sanitising procedures by us will be in operation. To help us

**Please ensure you have your own supply of gloves and sanitiser and use them when using any of these facilities.**

Government Guidelines permitting our showers will re-open from 17<sup>th</sup> May 2021. The following will be in place from then

Hand sanitiser available in each lobby entrance, please use it on entrance and exit of the building.

Please queue if necessary, at intervals of 2m or if required return at a quieter time.

Please remain within the shower cubicle to dry and dress, exit the shower block immediately after using the facilities.

Please be as quick as possible.

Please accompany your children using the facilities.

Hairdryers & vanity areas will not be in use

Additional staff cleaning/sanitising procedures will be in place alongside our regular work practice to maintain our usual high standard of cleanliness.

There will be cleaning sanitiser provided in the Family bathrooms, Disabled bathrooms, washing up areas and Laundry rooms, please use these before and after using these facilities. Thank you.

### **SHOP ON SITE**

Alex and Andy will be in the site shop once again and **open daily from 12<sup>th</sup> April 2021**. We hope you will be able to support them in what continues to be a particularly difficult time for small businesses. They are offering what supplies they can reasonably obtain and their takeaway service is in operation each evening. Face coverings are required whilst in the shop, there will be a one way system and a limited number of customers at any one time.

Thank you.

### **WARDENS ON SITE**

We respectfully ask you to refrain from touching any of the warden's equipment, golf buggy, mowers, rakes etc. and maintain the 2m social distancing from any member of staff.

Whilst working our Wardens will not touch your unit or belongings, if they are working near to your unit and you can assist them by moving your electric lead etc. that will be much appreciated.

Please ask any member of staff if you require assistance and we will help in whatever way possible.

### **Your own unit**

Our pitches are large and well spaced, please ensure your unit is set up within your pitch space and your car is parked neatly. It is essential that only one car per unit is parked at each pitch, any extra vehicles **must be** parked in the car park. Please use the main walkways, roads and paths to move around the site and refrain from cutting across other pitches for a shortcut.

**Awnings are allowed**

**Pup tents are permitted**

### **LOCAL AREA INFORMATION**

**Woolacombe Tourist Information Centre** have been working very hard to keep us and you informed of what is and what is not available in the local area. If you have any specific questions relating to the area please telephone them on **01271 870553** or email **info@woolacombetourism.co.uk** and they will be happy to advise you.

**PLEASE NOTE: This advice and information is constantly subject to change following government updates.**

### **Finally**

Please note: This is a basic guide to help you to know what to expect during your stay at Damage Barton. If after reading it fully you feel you are unable to take up your booking please let us know immediately by email [enquiries@damagebarton.co.uk](mailto:enquiries@damagebarton.co.uk) or tel: 01271 870502 we will then offer to transfer your booking, or cancel & refund any monies paid.

We hope these new procedures will not detract from your enjoyment of staying here and that you are still able to enjoy the fantastic views, great walks and the peace and space we offer.

Thank you for your booking and support of our business, it has been wonderful to receive all your messages during the periods of closure and we are looking forward to welcoming you back to Damage Barton.