

COVID-19 TERMS & CONDITIONS (EFFECTIVE 01/01/2021)

We hope to open the park in March but obviously we must wait for instruction from the Welsh government – in the mean-time we are ensuring the park is as safe as possible for your visit however it is imperative that to maintain the safety of all the park users the following guidelines must be adhered to. Anyone found in breach of these guidelines or the Welsh Government guidelines will be asked to leave. Whilst Deucoch may feel different with restrictions in place (maybe communal areas will not be open initially) these rules are being implemented to maintain the social distancing of everyone here to keep you as safe as possible.

PRIOR TO ARRIVAL

- You must not make arrangements to come here if you or any of your family members have any symptoms of Covid-19 – i.e. a persistent cough; a high temperature or a change to your sense of smell and taste.
- Please complete an online booking form on the web-site www.deucoch.com – this is to inform us of the date you intend to arrive and vacate the park plus the number of adults/children in your family. This information is important for tracking and tracing purposes as we must now keep an accurate record of the people on park.
- Deposits are non-refundable however if you are unable to fulfil your booking due to Covid-19 it will be honoured to use at an alternative time.

ON ARRIVAL

- Please park outside reception and only 1 member of your family should come into the office to book in. There are safety precautions in place – hand sanitiser; desk screen; floor markings; only 1 person at once.
- Payments should be made by bank transfer please. Bank details are: Natwest – Sort Code: 54-30-21 Account No: 36190047.
- When you arrive at the pitch please park your car on the grass in between your caravan and the road – only 1 car is allowed per pitch – the grass in between you and your neighbour must not be obstructed with vehicles – this is to ensure social distancing between you and your neighbours.
- If this is the first time you have used your caravan/motor-home after lockdown you should make sure that there is not any water left in the water system (this includes hose pipes; onboard water tanks; aquarolls; taps and water heaters aswell as the water piping system throughout your caravan/motor-home) - flush the whole system with fresh water. Check your toilet cassette has the blue chemical inside and also check your toilet flush is filled with fresh water.

AROUND THE PARK

- The 2 metre social distancing rule is likely to still be mandatory so that will mean no missing with other customers inside or outside. There will be reminder notices in communal areas and whilst using the fenced walk-ways you should not enter if some-one is already coming towards you – please wait to one side until they have exited the walk-way before you enter.
- The toilet/shower block will be restricted to 5 in the Ladies and 4 in the Gents at any one time – 2 showers will be in operation in both – 3 toilets in the Ladies - 2 toilets and 2 urinals in the Gents. There will be rings hanging on hooks outside – collect a ring as you enter – if there are no rings available then the toilet/shower block must be at capacity so please wait outside until some-one comes out. Please don't forget to return the ring back on the hook! Cleaning will be completed throughout the day on a regular basis however the toilet/shower block area will close for a full clean between 12noon and 2pm.
- The launderette will still be restricted to only 1 person at a time – please wait outside if some-one is using the launderette - it will be closed between 12 noon and 2pm for cleaning.
- The pot-washing area will be open as normal but only 1 person per sink please – it will be closed between 12 noon and 2pm for cleaning.
- Chemical waste disposal point – there will be disposable gloves and a hand sanitiser provided. Gloves must be worn when emptying your toilet cassette or waste water cassette – there will be a hose pipe that should be used to rinse the area when you've finished – then discard your gloves in the adjacent waste bin and use the hand sanitiser.
- Skip/recycling area – All bins will be propped open to avoid contact and a hand sanitiser by the exit. Only 1 person allowed in the area at any time.
- Children should not be allowed to wander around the park and particularly not around the chemical waste disposal point or skip/recycling area. The play-ground and football goal area should be open – parents are advised to supervise their children at all times and there should be no more than 6 children at any one time in the play-ground and 3 children at any one time in the football goal area.
- Visitors are not allowed on park until further notice.
- Pre-booked supermarket deliveries are allowed provided you have sent an email notification to info@deucoch.com confirming the name of the supermarket; date and time slot of the delivery.
- Reception will be manned as normal however once you have booked in it would be preferred if you contact me on my mobile – 07740 281 770 wherever possible.
- If you or any of your family members show any of the Covid-19 symptoms you must all self-isolate and apply for a test (www.111.wales.nhs.uk) then please notify me via text message.