



Clifton Leisure Parks Ltd
PIPERS HEIGHT CARAVAN PARK

Guidance to holiday home and seasonal touring owners for re-opening following the Coronavirus enforced closure. Re-opening the park to owners from 9am on Sat 4th July.

Prior to arrival at the park

- We strongly suggest you bring along all essential items such as soap, hand sanitiser, gloves, loo roll, disinfectant and other cleaning supplies from your home.
- Please plan your food requirements in advance and bring everything with you this will alleviate any extra pressure on our local supermarkets.
- Is there any maintenance to be done on your holiday home? If so, arrange for it to be done prior to your visit by a local tradesman.

On arrival at your holiday home

- Flush through water systems to clear out stagnant water, especially shower heads which should be held away from the face to avoid inhaling spray.
- Run all taps and outlets for 1 minute each.
- It is recommended that you empty and re-refresh your fridge and freezer contents.

On the park

- The Pied Piper will remain closed until further notice.
- The play area will open, children remain the responsibility of parents always! do not let children roam freely.
- Hand sanitiser will be provided at key locations.
- If you wish to purchase an item from our shop in reception, please do not browse, and only pick things you intend to purchase. Only one person will be allowed in reception.
- Social distancing must always be maintained with other owners, park team members, tradesmen and members of the public.
- No social gatherings in groups larger than current government guidance.
- Please do not congregate in narrow areas such as the dog walking pathways.

Reception:

Maximum of 1 customer at a time in reception and all payments by card only.

- No cash payments.
- Please order gas by calling 01253 763767 and payment will be taken by card over the phone gas deliveries are Tuesdays and Thursdays order by 4pm the day before.
- If you have any other outstanding invoices, please call reception to make any payments or pay by bank transfer.
- If you wish to purchase electricity cards/top up, please purchase a minimum of £40 from reception.
- We are operating in a cashless way – please do not come to pay for anything by cash.
- If you wish to purchase an item from our shop in reception, please do not browse and only pick things you intend to purchase. Only one person allowed in reception.

Essential safety measures:

- If at any point you begin to feel unwell or display symptoms of COVID-19, please do not visit any of our public access spaces. If safe to do so, please return home. If you must remain in your holiday home or tourer, please contact reception by phone 01253 763767 or email reception@pipersheight.co.uk so that we are aware of your status.
- Always maintain social distancing rules when on and around the park.
- Children are always the responsibility of parents. The play area will remain closed.

Whilst we'd love to see your faces, with the current restrictions on social distancing and maximum number of people in reception, we are trying to minimise your need to visit reception.

We don't want to sound like we don't want to catch up but protecting our park team and ensuring the wellbeing of our customers is our main focus.

Please be aware that if you breach the guidance above, you will be asked to go home and not permitted to return until restrictions are eased. This guidance is a temporary additional to our park rules.

However, these are temporary measure as we work through this post-pandemic period and we will amend and lighten these restrictions as and when it is safe to do so.

Park contacts for enquiries

Please contact reception on 01253 763767 or email reception@pipersheight.co.uk should you have any questions or queries regarding our current operating procedures.

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's 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.