



Clifton Leisure Parks Ltd
PIPERS HEIGHT CARAVAN PARK

Guidance to Touring customers following the reopening of the park from Sat 4th July 2pm

Prior to arrival

- 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.
- Please ensure you pay in full by telephone 01253 763767 or accessing your online account.

On Arrival and checking in

- Only one member of the party must visit reception to “Check In”
- A maximum of one customer in reception at any time please wait outside at distance for your turn.
- We are operating in a cashless way – please do not come to pay for anything by cash.
- If any payment is needed only contactless will be accepted.
- If you are a regular customer, you can drive straight through to your pitch.

On The park

- The Pied Piper is to remain closed.
- The play area will be open however, 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 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.
- The launderette must only be used by one person at a time. We ask that you are prompt at removing your belongings from the machine once the machine has finished. Allowing others prompt access.

Whilst we would love to see you and catch up with you all, with the current restrictions on social distancing and to minimize the risk please do not visit reception unless it is necessary.

Essential safety measures

- If at any point whilst staying on the park you feel unwell or display symptoms of COVID-19, please do not visit any of our public spaces and return home immediately.
- Always maintain social distancing rules when on, or around the caravan park.

Please be aware if you breach any of this guidance and the social distancing measures, you will be asked to leave and not permitted to return until restrictions have eased. This guidance is a temporary addition to our park rules.

Park contact 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.