



MARBURY CAMP AND LODGE



COVID-19 POLICY AND ADDITIONAL SITE RULES

We are fully aware that some people do not believe the Coronavirus poses any risk to them. Similarly, we are aware that the cynics and sceptics amongst us may even believe this is all a conspiracy theory. Whilst this may well be true and your tinfoil hat may well be in place, we have opted to open our doors and provide you with accommodation whereas other sites have not.

Therefore, we would ask as a simple courtesy, please fully comply with these rules (in addition to those available on the website) during your stay. This helps us ensure that: you all enjoy yourselves and have that well deserved break (weather permitting!) you deserve; you all go home safe and well; and we fully meet our health and safety legal requirements and keep our site running for other guests in the future!

The new rules are as follows:

- Please arrange **full payment prior to arrival – no cash sales will take place on site**. If you need to amend your booking, where possible do so in advance so electronic payment can be taken;
- Campers, Caravans, Motorhomes – will be given an **allocated arrival time**. Please adhere to this time and don't arrive early/late. This is so we can manage those attending at similar times.
- **Do not exit your vehicle and move round the site until you are aware of where to go;**
- Glamping Pods only – check in is 2pm (unless later by arrangement, to allow for deep clean);
- Glamping Pods only - where possible, **remove outdoor footwear on entry and make use of additional cleaning products** during your stay (**wipe everything down and strip all linen into a pillow case on check out**);
- **No visitors** are permitted on site whatsoever. If you wish to visit a person or persons not camping on site, you must arrange to meet them off site;
- **Do not attend our site if you feel unwell or within the last 14-days** have had, or displayed symptoms, or knowingly been in contact with someone who has been confirmed or displayed symptoms of coronavirus;
- If you become unwell, or start to display symptoms during your stay - **please notify management ASAP** and vacate the site to make the necessary arrangements for self-isolation;
- **Maintain a 6-metre gap between all tents, caravans, and motorhomes**
- **Where possible, use own shower and/or toilet facilities (including personal portable toilet / toilet tents)** – dispose of any waste at chemical disposal point. Failing this, please adhere to the **Shared Shower Facilities Procedure** (see below);
- **Avoid gatherings on-site** – keep to members of your own booking wherever possible. If you wish to meet other bookings, up to six people can meet outside but maintain 2m social distancing;
- **Be mindful of others** moving around the site and **adhere to social distancing rules at all times;**
- **Please keep children under adult supervision at all times;**
- **No loud or disrupting noise on site after 22:00;**
- Maximum of TWO persons to attend at the sink area to wash/dry up at any one time;
- Departure is **strictly 12-noon** on the last day of your booking - no need to advise staff;
- **Maintain a high level of personal hygiene at all times** - regular and thorough handwashing, "catch it, kill it and bin it" rules apply, and make use of the additional on-site sanitisers.

Failure to comply with the rules can result in refusal to stay on site and cancellation of your booking

SHARED SHOWER FACILITIES PROCEDURE

If you have no other option (own facilities / personal portable toilet or toilet tents) and wish to use our shared shower/toilet facilities, they will be OPEN subject to certain limitations.

Therefore, we ask all guests to please adhere to these arrangements until further notice: -

- A rota system will be utilised each day, so that **ONLY** one household camping together may use **ONE** side of the toilet/shower block (male or female side) at a time in 20-minute blocks. These slots must be booked in advance using the system displayed on / near the facilities and are available on a first come, first served basis.
- Outside of pre-booked time slots – access can be sought when facilities are otherwise vacant (max of 2 persons). Please be mindful **NOT** to access facilities if otherwise in use and until they are next free. Respect others who are using the facilities and adhere to these rules.
- Before entering shower/toilet facilities block – every person **MUST** sanitise hands
- Before leaving shower/toilet facilities block – every person **MUST** wash hands / sanitise
- A deep clean will occur once a day and will be stated on the rota. All guests **MUST** vacate the facilities whilst this is undertaken. In addition, a no rinse sanitiser will be applied twice a day (AM / PM) including all commonly touched areas / hard surfaces such as door handles, taps, locks, buttons etc.
- Anyone using the facilities **MUST** take as few personal possessions and items in with them as possible. **ONLY** essential shower items preferred.
- Guests are encouraged to touch as few surfaces as possible and if required, wear face covering and/or gloves as appropriate.
- Guests **MUST** leave the facilities in the same condition as they found them, so as to minimise the requirements of cleaning. Cleaning materials will be made available in the shower/toilet area for guests to clean up before / after them and please wipe down.
- Shower/toilet block windows and doors will be kept open (weather permitting) to minimise persons having to touch handles to gain access and ventilation is increased, to reduce the chance of transmission. Please do not alter these unnecessarily and without speaking to management.
- Additional signage is displayed and we ask all guests to adhere to high standards of hygiene, hand washing and sanitisation requirements.