



Please consider this to be an extension of the park rules until such time that the COVID-19 crisis has passed.

Update: 1st March 2021

Visiting our parks during the COVID-19 coronavirus pandemic

Government guidance is constantly changing but these regulations remain in place on our parks until such time that we advise otherwise.

Please read through this agreement carefully, initial each page, and sign to accept these terms before planning a return to park.

Should you return to park having not signed this agreement and registering your presence on park, you will be asked to leave immediately. During this pandemic, this forms an extension to our park rules and, therefore, your site licence. Depending on the severity of a breach there is a risk of licence termination. As a business, we are required by law to operate safely and within government guidelines and this is the only way we can safely open our parks and keep everyone on park, our owners, staff, visitors, holidaymakers and local community safe.

This document must be shared with anyone visiting your caravan as they will also be expected to follow the rules and the responsibility will be yours as the owner.

Copies are available in the owners' section of our website.

Anyone breaching the park's COVID-19 safety policy will be asked to leave the park.

1. **Your first visit to the park for the season must be between the hours of 10am and 4pm.**
 - 1) We must be informed of your intended visit before you travel. You should do this by emailing **trackandtrace@seariversleisure.co.uk** or by telephone if you don't have access to emails.
 - 2) Upon arrival, you must come to reception and sign in.
 - 3) Any visitors who are not the named caravan owners (family, friends or paying guests) must complete a Holiday Registration Form and send it to us before they visit.
 - 4) When you leave park, you must come to reception and sign out.

More details on these procedures are shown below.

2. It is important to remember that this public health crisis is not over, and you must, under no circumstances, travel to our parks if you, or anyone in your household or social 'bubble' has the following symptoms:
 - A high temperature
 - A fever
 - A new, continuous cough
 - Breathing difficulties
 - A loss or change to your sense of taste and/or smell

Please take your temperature, and that of all your household, before travelling to park.

Our parks are not safe places to self-isolate; you need to be near your local medical service.

Initials of all named owners:

3. Certain areas of the United Kingdom may be in a forced local lockdown. If you, or your guests, live in an area that is in local lockdown, you **must not** travel to our parks.
4. **As part of the Government Track and Trace system, we are required by law to know who is on our parks at any point in time.** This means that you, and your guests, must advise us of your imminent arrival before coming to the park. We require;
 - Your name and address.
 - Caravan number.
 - Confirmation that you are the owner, a member of their household, or your relationship to the owner.
 - Number of people in your party; all names and ages.
 - Vehicle registration.
 - Confirmation that none of your household or social bubble have Covid-19 or are showing any of the symptoms detailed above.

You must inform us of your planned visit by one of the following means:

- Telephoning the office on **01970 871399** (please be patient, due to social distancing measures, we are operating with a smaller team).
- Send an email to: **trackandtrace@seariversleisure.co.uk** Please make sure we have acknowledged receipt of your email before you travel to the park.
- Letter – please make sure we have acknowledged receipt before travelling.

We have a **Holiday Home registration form** for holidaymakers. A copy of this is included and is also available to be downloaded and printed from the owners' section of our website. You may find it useful to complete this document when you visit with your own household also.

Security checks will be conducted periodically, and you will be asked to leave park if you haven't registered your presence.

Some of our staff live with their families on park, you should not visit their private residence in order to inform them of your arrival or for any other reason.

5. **If you privately let your caravan (not through our sublet scheme), you must contact us before continuing with this activity. This includes allowing family and friends to use your caravan.**

UNTIL FURTHER NOTICE, ACCOMMODATION CAN ONLY BE LET TO MEMBERS OF THE SAME HOUSEHOLD.

As part of the Government Track and Trace system, we are required to know who is on our parks at any point in time.

There is a separate agreement which you must read and sign. This agreement details procedures, requirements and recommendations when allowing others to use your caravan. Please make sure you have signed the separate agreement before allowing others to use your caravan.

Your guests will also need to follow the procedures documented in this agreement and we recommend that a copy is given to them.

Before you take any bookings from a paying guest or allow any friends or family not from your immediate household to visit the caravan, **you must have completed the separate agreement and inform us of each arrival as detailed in section 4.** We will require (in writing):

- Who is coming to park and when.
- Details of your key handling process, how they collect the key to the caravan.
- Your cleaning procedures – you must risk assess your cleaning and letting process and we must be satisfied that the caravan will be sufficiently cleaned by a competent person. We are happy to discuss this with you further.
Some owners rely on holidaymakers to clean the caravan when they leave. This will no longer be acceptable.

Initials of all named owners:

SO, PLEASE CONTACT US BEFORE YOU ALLOW FRIENDS AND FAMILY TO USE YOUR CARAVAN OR BEFORE YOU LET IT OUT TO HOLIDAYMAKERS.

Failure to do so, will be breach of your licence agreement and your visitors will be asked to leave.

6. **Important information regarding your water supply.** If a holiday home hasn't been used for a while, there is a risk of **Legionella** from the water contained in the pipes. You could become infected with Legionella by the inhalation of the water droplets containing legionella bacteria. We recommend taking the following steps when you return:
 - Set the hot water temperature to maximum on the boiler.
 - Run all the taps for a few minutes, keep the flow slow to avoid splashing.
 - Start with the kitchen taps, cover the taps with a cloth as air in the system can cause water to splash.
 - Repeat this process with all the taps in the caravan.
 - Flush the toilets with the lid down.
 - Remove shower heads and disinfect them in a bucket with household disinfectant or bleach and run the shower for a few minutes to clear the pipes. Avoid splashing.
 - Remember to set the boiler temperature back to the normal temperature to avoid scolding.
 - If you haven't used your caravan since it was drained down for winter, then the risk is lower as the pipes will be largely empty.
7. Upon arrival, check that your smoke and CO alarms are in working order.
8. **Gas bottle deliveries** are on a Friday afternoon as usual. Deliveries on other days do carry a delivery charge.
9. The two pedestrian gates from Searivers to the main road will be bolted shut initially. Access should only be gained to both parks via the main entrance gates. Do not climb the fences.
10. **Reception** at Searivers will be open as usual daily from 9am to 5pm. There is a strict one person/household in reception at a time rule. Please enter the lobby and wait to be called through. There is a one-way system in place so access is through the main reception doors and exit will be through the bistro doors following the floor markings. A second person may wait in the lobby area and then any others outside while adhering to the markings on the pavement. Please refrain from visiting reception unless it is necessary and do so alone if you can.
11. Please pay by card not cash whenever possible. Contactless payments are preferred. We can take payments over the telephone for gas bottles and other items.
12. Due to social distancing measures, we will be working on limited staff numbers so please be patient. We will not tolerate aggressive, offensive, disrespectful or intimidating behaviour towards our staff or other people on park in any form. These are difficult circumstances for everyone including our staff.
If you are at Riverside, please come to Searivers or, preferably, telephone us. We ask that you don't knock on the park manager's private residence unless it is an emergency.
13. As always, dogs must be kept on short leads whilst on park and fouling must be picked up and disposed of in the communal bins. The dog waste bins have been temporarily removed from park.
14. Children must not be allowed alone on park without a responsible adult if they do not understand, respect or may simply refuse to keep a social distance from others. You are responsible for the behaviour of your children, whatever their age.

Initials of all named owners:

15. If you wish to visit the **SALES OFFICE**, please call Steve first on 07462 343698 or the office on 01970 871399. Only one person/household should enter the sales office at any one time and only upon invitation to enter.

Caravan sales activity will be conducted outdoors weather permitting.

Please stay away from caravans that are for sale unless by prior arrangement with our sales office. We have a strict "viewing by appointment only" system to ensure that all touch points are cleaned after each viewing.

16. You must keep a 2-metre distance from all others on the park. We consider that our parks are spacious enough to be able to do this without implementing a one-way system, but we will review this as time goes on.

Currently in Wales, Social Distancing remains at 2 metres. Although that may be reduced as time goes on, we plan to maintain the 2-metre rule on our parks for the time being.

The law in Wales currently states that two households may meet up outdoors whilst maintaining 2 metre social distancing between households. However, we would prefer that, on park, you refrain from arranging gatherings between households. This will help us to operate the parks safely and meet our social distancing requirements. Do not visit other people's holiday homes.

Remember, Welsh law applies here so the guidelines might differ from what you are used to at home. Up to date information can be found here: <https://gov.wales/coronavirus>

17. Wash your hands regularly especially when you have been out on park and always wash your hands thoroughly after using the communal bin areas.

18. Please deposit your rubbish in the communal bins.

- Knot the top of all bin bags.
- No open bin bags are permitted.
- Do not leave items outside of the bins.
- Do not send children to dispose of rubbish.
- You might want to consider wearing gloves and/or carrying hand sanitiser.
- Wash your hands thoroughly after visiting the bin compounds.

19. **The Boardwalk Bistro** will be closed initially when the parks reopen. Please follow the Boardwalk Bistro Facebook page for updates.

Items can still be purchased from the shop. Access will be through reception and then out through the bistro main doors.

20. As of March 2021, shared facilities must remain closed. Until such time that they are allowed to reopen, this includes **launderettes, the shower block** at Riverside and the **public toilets**.

21. **Children's play areas** – as of March 2021, the play areas will remain closed. They will be fenced off as best as we can. It's not possible to fence all the play equipment off, so it is important to make sure that children are made aware of the fact that they cannot meet and play on the equipment.

22. The **Games Room** at Riverside will be closed.

23. **There will be a limit to how much work we can do inside your caravan.**

Generally, our staff and contractors will not be expected to enter occupied caravans. If you have an issue in your caravan, depending on the problem, it's possible that you will have to vacate the caravan for the day or even longer before we, or a contractor, can enter.

We can offer a fogging service. A fogging machine disperses a fine mist of disinfectant that covers and sanitises an entire area. We will be using this when cleaning our hire caravans.

24. Visitors are not allowed on our parks at this time. Do not invite visitors to your caravan or to meet you on park.
25. You may arrange an online delivery for food and other necessary items; however, you must meet the delivery driver at the park entrance. You must let us know of your expected delivery and the delivery vehicle will not be permitted to enter the park. It is advised that you come equipped with provisions for your stay, at least initially.
26. Post and parcels must not be delivered to the park. Our staff will not be expected to handle or store deliveries.
27. Please bring with you or have in your caravan; disinfectant/surface cleaner, anti-bacterial wipes, plenty of hand soap & hand sanitiser. **Face masks are mandatory inside public buildings** so please make sure you have masks and disposable gloves too.
28. **Chemical Disposal Point** – This is a shared facility; if you use the chemical disposal, you must wear disposable gloves and/or wash your hands before and immediately after use. Hand sanitiser will be available, but nothing is as good as washing your hands thoroughly.

Only use the chemical disposal between 9am and 5pm.

29. **What to do if you suspect that you have Covid19 coronavirus while on park?**

If you feel ill at all with symptoms including a temperature, fever, cough or breathing difficulties while you are on park:

- Self-isolate in your caravan along with any other guests in the same unit.
- Call NHS 111 for advice.
- Request a test.
- Call us to let us know.

9am to 5pm – 01970 871399

Out of hours – 07968 864543 (emergency only)

We will advise you on the best course of action.

30. It is important to show some sensitivity towards the local community. The local amenities, including the hospital, are not equipped for the number of potential cases that could arise from an influx of visitors during the pandemic.

We ask that you support these local businesses wherever you can but, please respect the local community by maintaining social distancing when out and don't congregate in groups. If you go shopping, try and go alone.

Things are changing all the time, so, if you, or a member of your family, use **Facebook**, please join our owners' group so that we can keep you informed of developments as they happen.

Finally, and most importantly, this crisis is not over. Covid-19 coronavirus is still very much active. Consider your own, and your family's circumstances before coming to your caravan. **Just because you can come to the park, it doesn't mean you should.** We ask that you keep your distance from others, stay local when you can and respect those who still have genuine fears.

This agreement is an extension to the park rules and existing licence agreement. Before you sign, you should read each page carefully and initial to confirm your understanding and acceptance.

We require all named owners of the caravan to initial each page of this document and sign and date below to confirm your acceptance of its' contents. If you need a copy for yourselves or to leave in your caravan and you are unable to copy or print this one, just let us know. Otherwise, you can download a copy from the owners' section on our website.

Initials of all named owners:

Please speak to us before you sign if you do not fully understand any term contained therein.

All named owners of the caravan should sign.

Park: _____ Caravan Number: _____

1. Full Name: _____

Signed: _____ Date: ____ / ____ / ____

2. Full Name: _____

Signed: _____ Date: ____ / ____ / ____

3. Full Name: _____

Signed: _____ Date: ____ / ____ / ____

Office use only:

Received: _____ Date: ____ / ____ / ____

Initials of all named owners:
