



Telephone: 01970 871399  
 Email: info@seariversleisure.co.uk

We know that many of you are hoping to come to your caravans over the festive period especially as travel restrictions are being relaxed for 5 days on Wednesday 23<sup>rd</sup> December.

Please be aware that, if you plan to visit park from a Tier 3 area of England, you must not arrive before **Wednesday 23<sup>rd</sup> December** and you must leave park and travel home on or before **Sunday 27<sup>th</sup> December**.

- Transport routes will undoubtedly be busier than normal. Plan ahead; check for disruption before you leave and avoid the busiest routes and busy times.
- Avoid making unnecessary stops during your journey.
- Keep your distance from other people when you travel where possible and on the park.
- Wash or sanitise your hands regularly.
- Wear a face covering on public transport and in buildings unless you're exempt.
- Do not visit people staying in other caravans during your stay.

We are still waiting for details of the Welsh Government's approach to Christmas bubbles, so we ask that you don't make plans to visit with other households at the moment.

Cases of coronavirus are rising rapidly in Wales, including in Ceredigion, so please think carefully before planning to visit park at this uncertain time, both for your own safety and that of the residents of Ceredigion. Just because you can visit, doesn't mean that you should.

## RECEPTION CHRISTMAS AND NEW YEAR OPENING HOURS

Monday 21 <sup>st</sup> December	10am to 2pm
Tuesday 22 <sup>nd</sup> December	10am to 2pm
<b>Wednesday 23<sup>rd</sup> December</b>	<b>Closed</b>
<b>Christmas Eve</b>	<b>Closed</b>
<b>Christmas Day</b>	<b>Closed</b>
<b>Boxing Day</b>	<b>Closed</b>
<b>Sunday 27<sup>th</sup> December</b>	<b>Closed</b>
Monday December 28 <sup>th</sup>	10am to 2pm
Tuesday December 29 <sup>th</sup>	10am to 2pm
Wednesday December 30 <sup>th</sup>	10am to 2pm
<b>Thursday December 31<sup>st</sup></b>	<b>Closed</b>
<b>Friday January 1<sup>st</sup></b>	<b>Closed</b>
<b>Saturday January 2<sup>nd</sup></b>	<b>Closed</b>
<b>Sunday January 3<sup>rd</sup></b>	<b>Closed</b>
From Monday January 4 <sup>th</sup>	9am to 5pm

USEFUL NUMBERS	
Reception	01970 871399
Out of Hours	07968 864543
Emergency Services	999
Police (non-emergency)	101
NHS Direct	111
Hospital (Bronglais)	01970 623131
Doctor (Borth)	01970 871475
Grahams Vehicle Repairs	01970 820440
Kwik Fit	01970 625554
Vet – W.J. Downes	01970 624173
Vet - Ystwyth	01970 612526
Taxi – SB's Taxis	07432 741232
Taxi – Conrad Cabs	07815 951424
Taxi – Cymru Cabs	07951 580227

### **OUT OF HOURS EMERGENCY TELEPHONE NUMBER - 07968 864543**

*This number should only be called in the event of an emergency on park. Minimum call out charges of £30 will apply, £40 on Christmas Day, Boxing Day and New Year's Day.*

- **Electrician** – Sonny Vaughan: 07943 193583 (not available Christmas Day & Boxing Day)
- **Gas Engineer** – LLW, Lee: 07837 469911 (not available Christmas Day)
- **Gas Engineer** – HKG, Jason: 896 241982 (not available Dec 25<sup>th</sup>, 26<sup>th</sup>, 31<sup>st</sup> or Jan 1<sup>st</sup>)

Call out charges will apply. Please check with the contractor before they attend.

### **DRAIN DOWNS**

Many of you still haven't booked your drain down this year. If you require a drain down and haven't booked it yet, the last date for drain downs before Christmas is **Monday, 14th December**.

After next Monday, the next date you can book your drain down for is Monday January 4<sup>th</sup>, 2021.

If you plan to winterise, or already have winterised, your caravan yourself, please let us know so that we won't chase you further.

### **GAS BOTTLE DELIVERIES**

Last day for **Gas Bottle deliveries** before Christmas is next **Thursday December 17th**. The next gas bottle delivery will then be Monday January 4th, 2021. If you are planning to be here over Christmas and New Year and would like us to check how much gas you have before this date, just contact reception.

We can't guarantee immediate delivery over the Christmas period and any deliveries will attract a £40 delivery charge.

### **HOLIDAY BOOKINGS & PRIVATE HIRE CARAVANS**

Due to escalating rates of coronavirus in Wales and Ceredigion, we have made the decision not to take holiday bookings over the Christmas and New Year period.

If you let your caravan privately and have guests staying in your caravan over this time, please ensure that you have returned the registration form to us with a copy of a recent utility bill to confirm their home address, *before* they arrive. They should be made fully aware of the dates when our office will be closed and that they must contact you direct in the first instance should they have any issues during their stay. Please make sure that there is enough gas for their stay, and they know how to use the boiler, TV etc. Minimum call out charges of £30 will apply between Saturday 19th December and Monday 4th January.

**Please remember that our staff are not be expected to go into occupied caravans and this information should be relayed to your guests.**

If you do not have a driveway, your guests must be advised not to park on the grass in wet conditions.

**Guests must also be informed of the arrivals' procedure detailed in the next section.**

We strongly advise against taking bookings from holidaymakers who will be travelling from Tier 3 areas. If you do, they must not arrive before December 23<sup>rd</sup> and must leave on or by the 27<sup>th</sup> as per government guidelines.

We are still waiting for confirmation of the Welsh Government's approach to Christmas bubbles. With this in mind, we ask that you only allow people from one household to use your caravan. If people are planning to visit with their 'Christmas bubbles', you must speak to us beforehand.

## ARRIVALS WHEN THE OFFICE IS CLOSED

If you plan to visit park over Christmas and New Year, you **MUST** inform us of your impending arrival by sending an email to [trackandtrace@seariversleisure.co.uk](mailto:trackandtrace@seariversleisure.co.uk). We need the following information:

- Caravan number
- Names of everyone in party and relationship to the named caravan owner/s
- Home postcode
- Vehicle Registration
- Arrival date and approximate time
- Departure date and approximate time
- You are all from one household
- No-one has Covid-19 symptoms

If the party visiting are not owners of the caravan, you must speak to us before December 22<sup>nd</sup>.

**We are still waiting for confirmation of the Welsh Government's approach to Christmas bubbles.**

1. If you are visiting over Christmas and New Year, you must inform us via email of your arrival by Tuesday December 22<sup>nd</sup>, or by phone if you don't have access to emails.
2. Upon arrival, you must go to the **RED TELEPHONE BOX** to the right of reception. In here, will be a signing in book where you should enter your caravan number, vehicle registration, arrival date and time. Please, do not enter any more personal information in this book.

Please sign out in this book when you leave.

3. Please take a registration form and complete the full details as required. Fold the sheet up and post through our office letter box. Pens will be provided. Please sanitise your hands upon entry into the phone box and after using the pen. Please leave the pens in the phone box for others to use.

The office will be closed from **Wednesday December 23<sup>rd</sup>** until **Monday December 28<sup>th</sup>**. Although the office will be closed, daily checks will be conducted by staff so please make sure that **you have registered your arrival**. Anyone found to be occupying a caravan who has not informed us of their arrival will be asked to leave.

As a company, we are still required to follow Track and Trace procedures as required by the Welsh Government, so please be sure to do this. Remember;

- 1. Inform us in advance by email or phone.**
- 2. Log your arrival in the phone box. Date, time, caravan number and vehicle registration only.**
- 3. Complete an arrivals form, fold and post it through the letter box.**

Finally, we would like to wish you all a Merry Christmas and a Happy New Year!

Stay Safe and we look forward to seeing everyone for the 2021 season.

