

## **OLD BRICK KILNS COVID-19 STATEMENT**

In line with Government guidelines, we're pleased to be re-opening on the 4th July 2020. We want to reassure all guests that we have measures in place, to ensure the safety of all our staff and guests.

### **NEW ARRIVAL PROCEDURE - CONTACTLESS CHECK-IN**

PLEASE NOTE: All accounts must be settled in full BEFORE arrival, in order to confirm your booking (card payments taken over the phone). No payment will be taken on arrival. When you arrive outside reception, please remain in your car; we will come to you, advise and direct you to your pitch and answer any questions that you may have.

### **HYGIENE & SELF-DISTANCING**

All staff have received training on our new cleaning regime. We have introduced more frequent cleaning rotas and reviewed all cleaning products for efficacy against Coronavirus. All public areas (including washrooms, shop, laundry and washing-up stations) will be sanitised with the latest anti-viral technology at the beginning and end of every day, as well as being cleaned at regular intervals during the day.

Social distancing measures will be in place in all areas and **children (under 16) must be supervised at all times, in all areas of the park.**

### **WHAT FACILITIES ARE OPEN/CLOSED**

**The shop will be open** (with counter screen protection in place), **with 1 guest permitted at a time**, on a one-in, one-out basis; **all payments will be contactless.**

**In shower/toilet facilities, 2 guests will be permitted at a time** (i.e. 2 males in Gents - 2 females in Ladies; one adult and a child under 10 considered as one), on the same one-in, one-out basis.

**There are 2 hooks outside each Gents/Ladies' facility, to indicate how many guests are inside. We request that when you enter the washroom, you hang your hat/coat (dog lead or whatever) on one of the hooks before you enter, then remove it as you leave i.e. 2 hats/coats on hooks = 2 people inside and you must wait until one comes out.**

Please be mindful when using the facilities that there may be others waiting (you might prefer to shower at less busy times to reduce waiting times). As well as washing your hands regularly, we would also encourage you to use the sanitising stations in place around the park.

### **The office will be out of bounds for guests**

The laundry will be open with limited access. Please ask for tokens at reception.

**Children's Play Area & Games Room will remain closed until further notice.**

**BARNEY'S RESTAURANT & BAR** - will be open for take-aways **only** (Check menu on website) on Wed/Fri/Sat/Sun for collection between 5.30pm – 8pm. These will need to be pre-ordered and paid for, by phone on 01328 878305, **prior to mid-day** (you can order in advance i.e. for arrival).

**The bar will be open Wed/Fri/Sat/Sun for take-out drinks only.**

### **WHAT TO DO IF YOU FEEL UNWELL DURING YOUR STAY**

In line with Government advice, here's what to do:

1. *Let us know, immediately self-isolate to minimise any risk of transmission, and request a test.*
2. *If you are confirmed to have Covid-19, you should return home if you reasonably can, using private transport, but only drive yourself if you can do so safely.*
3. *If you cannot reasonably return home (for example because you're not well enough to travel or do not have the means to arrange transport), discuss your situation with an appropriate health care professional and, if necessary, the local authority.*
4. *If you're not able to return home, you will be expected to pay all additional costs for your accommodation/pitch.*
5. *Once you have returned to your main residence, you should continue to follow the Government guidance on self-isolation, household isolation and social distancing.*

These are unprecedented times and our top priority is the safety of our staff and guests. We would also ask you to use common sense and respect others in the local community to ensure a happy and safe North Norfolk for us all. We can't wait to welcome you back!