

COVID-19 update – Tuesday 23rd February

Following the Government's announcement yesterday we can confirm that our earliest opening date will be Monday 12th April but we will not be able to open our washroom facilities until Monday 17th May. So, those who wish to book between 12th April – 17th May will need to use their own facilities.

We are now requesting settlement of all unpaid deposits please to confirm bookings (due to the uncertainty surrounding re-opening dates, many of you will not have been required to pay a deposit at the time of booking). Deposits that aren't received promptly will result in cancelled bookings.

Full balances are due 4 weeks before arrival.

When we re-open, the site will continue to operate under strict, Covid safe rules (see below), as we have done previously; our top priority continues to be the safety of our staff & guests. We will continue to follow Government guidance closely and update our policies accordingly.

Refund policy

Full refund:

A full refund will be offered in the following circumstances only:

- 1/ The site is unable to open.
- 2/ The guest lives in a tier where the Government has instructed residents not to travel outside their area.

We have always encouraged guests to take out travel insurance to cover personal health and other incidentals and we continue to do so. There is a link on our website which takes you to a relevant site.

HYGIENE & SELF-DISTANCING

Our Covid cleaning regimes worked well through the 2020 season with no reports of coronavirus by visitors or staff. Of course, we rely heavily on the co-operation of our guests to ensure the safety of all.

Our frequent cleaning regime will continue with all public areas (including washrooms, shop, laundry and washing-up stations) being 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 is open (with counter screen protection in place), with 1 guest permitted at a time (wearing a mask is mandatory), 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 is open with strict supervision required.

BARNEY'S RESTAURANT & BAR - will be open for take-aways only (Check menu on website <https://www.old-brick-kilns.co.uk/barneys-restaurant-bar/>) and opening hours will be confirmed in March (last season we opened on Wed/Fri/Sat/Sun for collection between 5.30pm – 8pm). Meals need to be pre-ordered and paid for, by phone on 01328 878305 (office hours) or 01328 87808.

We are sending you all our very best wishes from the whole OBK team – please stay safe!