

## COVID-19 update – Friday 12<sup>th</sup> February 2021

We are still planning to re-open on the 17<sup>th</sup> March and will follow Government guidance and update accordingly if necessary.

When we do 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 and we will follow Government guidance closely.

We are taking bookings for the coming season although deposits will not be taken for any bookings up to Easter (early April). Once opening details are confirmed, we will be requesting full balances for up and coming bookings. For bookings made later in the year (from Easter onwards) we will be taking deposits as usual. We are very happy to amend dates for those of you who are unable to travel.

### **Refund policy**

#### **Full refund:**

A full refund will be offered in the following circumstances:

- 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.

#### **Deposits:**

As soon as the site re-opens in line with Government guidance, all outstanding deposits will be requested to confirm bookings. If your deposit remains unpaid 5 days after this payment request, your booking will be cancelled and your pitch released for resale.

#### **Balance payments:**

As we usually take balance payments one month ahead of arrival, we will be requesting full balances from those who have bookings that are within one month of the site-reopening date.

### **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.

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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 requested.

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 confident that things will be brighter by Easter but in the meantime, we send our very best wishes from the whole OBK team – please stay safe!**