

# Welcome to Thornton's Holt

Please take the time to read the guidance below, so we can all do the right thing.

## 1. Before Arrival

- a. You must **pay your balance online**.
- b. Make sure you **all understand and will abide by social distancing regulations**.
- c. Be organised – tents may wish to bring a separate bowl and soap for washing hands and brushing teeth or a portable toilet. Please bring your own hand sanitiser.

## 2. On arrival

- a. All your party must stay in the car and call **07809 516 392**.
- b. Our staff will invite you to collect a welcome pack.
- c. Keep a 2m distance from our staff.

## 3. Social Distancing

- a. You must observe Government advice on social distancing. **THIS IS:**
  - i. **SIX people** may meet inside or outside.
  - ii. Gatherings of **over 6 people are against the law**.
- b. You may camp on pitches next to your friends, **BUT if you total more than six people you must maintain a social distance of 2m with the other pitch occupants at all times**. You should socialise on your own pitch and not enter the pitch space of others.
- c. Please supervise children to ensure they are not socialising beyond your group of six.
- d. Be sensitive to the feelings of others – some guests may find guidance breaches upsetting and unnerving.
- e. **Strictly NO day visitors** will be allowed on to the park. Any visitors will be asked to leave immediately.

## 4. In the Washrooms

- a. **Children must be supervised at all times** in the washrooms.
- b. Please wash your hands correctly.
- c. If possible, go for a shower at quieter times.
- d. **The washrooms will CLOSE for cleaning between 11am-12pm and 3pm – 4pm**.
- e. Windows and main door must remain open during the day – it might be cooler in the building than usual.

- f. If you have toilet and shower facilities in your caravan or motorhome, please use them whenever possible.

#### **5. Swimming Pool, Shop and Playground are closed**

- a. Sorry, but we cannot effectively social distance in these areas and they will remain closed indefinitely. There is a vending machine in the washrooms – bring some change.

#### **6. Common touch points**

- a. You should wash your hands or use sanitizer after touching the barrier, water taps, bins, hook up boxes and the elsan point.
- b. Our main risk area is the washrooms. We will be sanitising and cleaning regularly. You must wash your hands, social distance and supervise children.

#### **7. Our amazing staff are here to help**

- a. Stay 2m away from them.
- b. Call **07809 516 392** if you need assistance while onsite. Please do not come to Reception.
- c. Abide by the **10.30pm noise and BBQ curfew** and remember no fires.
- d. Areas of the park around Reception and the new Reception building are out of bounds except for new arrivals.

#### **8. If you are unwell**

- a. Inform Reception **07809 516 392 or 0115 9332125**.
- b. Call NHS 111. Book a test.
- c. Return home, do not use our communal facilities.

Guests who do not comply with social distancing guidance, or endanger staff and other park users will be asked to leave with immediate effect without refund.

We hope that you enjoy your stay.

Pollyanna and Simon