

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 can abide by current Government Guidance for our area**.

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 current Government advice on social distancing for our area.
 - i. **No household mixing indoors or outdoors**.
 - ii. The rule of 6 applies to public outdoor spaces such as parks and playgrounds.
- b. **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**.
- e. Windows are open to increase ventilation– 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

6. Common touch points

- a. Wash or sanitise your hands after touching the barrier, water taps, bins, hook up boxes and the elsan point.

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.

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