

COVID-19 TERMS & CONDITIONS (EFFECTIVE 01/01/2022)

We hope to open the park in March as usual. However, in this ever-changing pandemic, we will always follow instructions from the Welsh Government. In the meantime, we are ensuring the park is as safe as possible for your visit. However, it is imperative that to maintain the safety of all the park users; the following guidelines must be adhered to. Anyone found in breach of these guidelines or the Welsh Government guidelines will need to vacate the park. Whilst Deucoch may feel different with restrictions in place (maybe communal areas will not be open initially), these rules are being implemented to maintain the social distancing of everyone here to keep you as safe as possible.

PRIOR TO ARRIVAL

- You must not make arrangements to come here if anyone in your party has any symptoms of Covid-19. For example, a persistent cough, a high temperature or a change to your sense of smell and taste.
- Please complete an online booking form on the website www.deucoch.com – this is to inform us of the date you intend to arrive and vacate the park plus the number of adults/children in your family. This information is essential for tracking and tracing purposes as we must now keep an accurate record of the people on the park.
- Deposits are non-refundable; however, if you cannot fulfil your booking due to Covid-19, it will be honoured to use at an alternative time.e.

ON ARRIVAL

- Please park outside reception, and only one member of your family should come into the office to check in. There are safety precautions in place – hand sanitiser, desk screen, floor markings; only one person at once.
- Payments should be made by bank transfer please. Bank details are: Natwest – Sort Code: 54-30-21 Account No: 36190047.
- When you arrive at the pitch, please park your car on the grass between your caravan and the road. Only one car is allowed per pitch – the grass in between you and your neighbour must not be obstructed with vehicles – this is to ensure social distancing between you and your neighbours.

AROUND THE PARK

- The 2-metre social distancing rule is likely to be a recommendation or even mandatory, so that will mean limiting or avoiding mixing with other customers inside or outside. There will be reminder notices in communal areas. While using the fenced walkways, you should not enter if someone is already coming towards you – please wait to one side until they have exited the walkway before you enter.
- The toilet/shower block will be restricted to 8 in the Ladies and 6 in the Gents at any one time – 3 showers will be in operation in both – 4 toilets in the Ladies - 3 toilets and 4 urinals in the Gents. There will be rings hanging on hooks outside – collect a ring as you enter – if there are no rings available, then the toilet/shower block must be at capacity, so please wait outside until someone comes out. Please don't forget to return the ring back on the hook! Cleaning will be completed throughout the day regularly; however, the toilet/shower block area will close for a complete clean between 12 noon and 2 pm.
- The launderette will still be restricted to only 1 person at a time – please wait outside if someone is using the launderette - it will be closed between 12 noon and 2 pm for cleaning.
- The pot-washing area will be open as usual but only 1 person per sink please – it will be closed between 12 noon and 2 pm for cleaning.
- Chemical waste disposal point – disposable gloves and a hand sanitiser is provided. Gloves must be worn when emptying your toilet cassette or wastewater cassette – there will be a hosepipe that should be used to rinse the area when you've finished – then discard your gloves in the adjacent waste bin and use the hand sanitiser.
- Skip/recycling area – All bins will be propped open to avoid contact and a hand sanitiser by the exit. Only 1 person is allowed in the area at any time.
- Reception will be manned, as usual. However, once you have booked in, it would be preferred to contact the office mobile – 07740 281 770 wherever possible.
- If you or any of your party show any Covid-19 symptoms, you must all self-isolate and apply for a test (www.111.wales.nhs.uk). Please notify the park mobile via text message on 07740 281 770.