

## Pre-Visit Information – Please Read

**Coronavirus – how to safely enjoy your stay with us.**

**Emergency Contact Number: 01202 622 577**

**Out of hours: the Number displayed on reception door.**



If at any point you begin to display symptoms or may have been exposed to the virus, you have an **obligation to report symptoms** of feeling unwell immediately to NHS111 and the Park on 01202 622 577.

## Arrival at the Park

1. Please only travel to stay with us if you have no symptoms of COVID-19 and have not been exposed to the virus or are advised to be self-isolating. Please confirm this on arrival.
2. On arrival, you will be directed to our outside arrivals area. **Please Stay in Your Car and wind down your window.** We will confirm your surname and your allocated pitch number from a safe distance. If required, you will be taken to your pitch and advised how to pitch from a safe distance.
3. If you have any questions, please ask on arrival or call the office on 01202 622 577. Please try to visit reception as a last resort or in an emergency.

## Whilst on the Park

### Please DO:

- Enjoy your pitch and public footpaths/ cycle routes through and around the park, observing signage and any one way systems in place.
- Walk freely on the park, at all times observing social distance from other park users and the park team.
- Bring soap, hand gel, gloves, toilet roll, disinfectant and hand sanitizer (just to be on the safe side).
- Please bring any special washroom facilities you may need, such as hairdryers, baby baths and changing mats, as we have had to sadly remove these from our amenity blocks along with the Iron in the laundry room.
- Use our shop for local produce and essentials, enjoy our freshly baked bakery items from our bakery and grab a coffee from the coffee pod every morning, observing signage and paying contactless where possible.
- Talk to any of our park team but always observe social distance –we are looking forward to seeing you!

- Please consider using your own facilities where possible. Not only does this make your stay safer, it will help reduce waiting times at amenity blocks where social distancing measures are in place.
- If you will be using the amenity blocks, please consider avoiding peak times as there may be a longer wait than you are used to.
- Before and after using shared facilities such as taps, amenity blocks or the laundrette, please do wash your hands or use the hand sanitizer provided across the park.

**Please do NOT:**

- Meet or gather with friends in a social group where social distancing is not respected or with those from outside your bubble.
- Invite or entertain visitors – why not take advantage of the lovely open spaces around us, such as Upton Country Park or Hamworthy Park a short distance away?
- Allow children to roam unsupervised around the park so that they do not, albeit inadvertently, break the social distance rule.

**Departing from the Park**

- On departure, please leave in a timely manner so that we have time to disinfect bollards or glamping units before the next arrivals.
- If you are leaving a glamping unit, please leave all windows open and confirm over the phone or by email that you have not experienced any symptoms whilst with us on the Park.
- If you develop symptoms over the next 14 days after leaving the Park, please do let us know so that we can take adequate safety precautions.

For more information, you may find basic guidance on the Public Health England website, or you can give us an email at [info@southlytchettmanor.co.uk](mailto:info@southlytchettmanor.co.uk) with any concerns you may have.

***If you think you have symptoms of Coronavirus or may have been exposed to the virus, government guidelines suggest:***

Anyone with symptoms of coronavirus (COVID-19) must immediately self-isolate and arrange to have a test to see if you have COVID-19. Information about testing can be found here:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>

## Responsible Visitor Pledge



*I know that both the park and the whole of Dorset have restrictions in place. I recognise the concerns of local residents about virus spread and will follow the guidelines below and advised by government to keep everyone safe and happy.*

*I will continue to follow the 2 metre social distancing rule where this is possible and the 1 metre plus rule where this is not possible.*

*I will not travel if I (or any of my party) have symptoms of Covid-19, however mild this may be. I know that if I contact you promptly with confirmation, you will transfer my booking to another date but will not issue a refund. Should I get symptoms on the park, I will notify reception and return home immediately.*

*I understand that the amenity blocks will be open but I may have to wait longer to use them. I will use my own facilities wherever possible to make my stay safer. I will take care when using the disposal facilities and follow distancing instructions.*

*I will wash my hands regularly with soap and water or by using hand sanitiser if that is all that is available, especially before and after using any shared facilities.*

*I will stay at least 2metres from anyone else that is not from my household (including staff members). **I will not enter anyone else's pitch and especially not their van or tent.***

*I will not invite visitors onto the park unless I have prior agreement from the Park.*

*I know that the use of the playground and facilities such as the table tennis table, football nets and badminton nets is allowed but should only be used by one household at a time and parents are responsible for their children maintaining social distancing. I will not congregate with others in these areas.*

*While using any facility on the park, I will make sure to read the instructions for use in order to make the Park a safe space for myself and for other guests. If I'm not sure, I will ask a member of staff.*

*I will make sure to avoid crowded areas both on the Park and whilst exploring Dorset. I will try my best to buy local goods and takeaways where possible, choosing local businesses before chains as I know that this will help the local economy and make visitors feel welcome again.*

*I understand that the guidance could be changed in accordance with government policy. It could be relaxed or made more stringent with no notice if health conditions require it.*

*I know that if I or any of my party do not follow these guidelines, we may be asked to leave the park immediately.*

*I know that I will do my best to follow these guidelines, but also have a wonderful stay and enjoy being out and about in the beautiful countryside of Dorset!*