

## Covid-19 Park rules 13<sup>th</sup> July 2020 – Holiday Bookings

**These rules will be constantly reviewed and updated as needed and will remain in force until removed by Sarnfaen Holiday Park. They are in addition and supersede the normal park rules in place.**

1. You must not visit Sarnfaen Holiday Park if you are presenting with new symptoms such as A persistent cough, Loss of smell/ taste or a high temperature. You must self-isolate and follow Government guidelines. Your holiday will be fully refundable or moved to the next suitable date.
2. Your holiday home will have been empty for 72 hours before your arrival and deep cleaned. In advance we will need all names of your party and contact numbers. On arrival please report to reception following social distancing in place where your sanitised keys will be ready for your collection.
3. We will need all the names and contact telephone numbers of your party prior to arrival emailed to [info@sarnfaen.co.uk](mailto:info@sarnfaen.co.uk) or call 01341 247241.
4. There are no social gatherings permitted inside the holiday homes. If you wish to socialise outside, please always practice social distancing to keep everyone safe and reduce the risk.
5. No external visitors are permitted to visit you on the Park at present.
6. Leisure Club, Café, play park and public telephone will remain closed. The laundrette is open on an appointment basis only please call 01341247241 or come to reception.
7. We will be offering a takeaway service from the café. Please call 01341 242005 to place your order and pay by card over the telephone and we will arrange to either deliver or give you a timed collection slot. During nice weather we will permit socially distance table orders outside for food and drinks.
8. To ensure younger children always practice safe social distancing please supervise them.
9. All dog must now be kept on the lead to include the dog walk.
10. **Refuse bins** – to prevent contamination the park will open refuse bins for you to safely dispose with our touching. Please ensure that general waste is secured in substantial rubbish bags before placing in the bin. This will be in use every day from 9am – 5pm. Out of these hours please keep your refuse in your holiday home.
11. To help the local community shops, where possible please bring adequate supplies of food and drink or use online ordering for delivery. When ordering online please arrange to meet your delivery driver at the park entrance to collect as they will not be permitted to enter the Park.
12. Please always remain 2m away from all staff working on the park. Reception will be open, however where possible please communicate by telephone or email. Out of hours issues please continue to call 07826 840751 or call at the house.
13. On departure please strip all beds and place in the blue linen bag and leave by the main door (inside) Use the sanitizing wipes provided to clean your holiday as normal and dispose of your rubbish as advised. Hand your key into the key box outside the Reception door.
14. The Reception will be open 9am – 5pm Monday to Saturday. On Sunday please use the out of hours number