

COVID- 19 update to Terms and Conditions:

Please note the following amendments to our terms and conditions. These amendments are borne out of the current COVID-19 situation. The measures we are putting in place are for your safety and for the safety of our staff. Guests must **adhere to the park's COVID-19 safety conditions** for use of electric hook-ups, water points, skips, recycling facilities, grey waste and chemical discharge points. Social distancing is in place across the Park and sanitising stations have been placed at possible touch point contamination areas. For further information about arrival procedures etc please visit our website.

Caerfai Bay reserves the right to cancel your stay should the R value and virus transmission rate increase in Wales.

Holiday Homes – We remove all bedding and only provide mattress covers. Bedding will be provided on request and then removed after your stay. Our amenity room/laundry room at the top of the office will be closed every Tuesday but open the rest of the week.

There will be a temporary outside wet suit wash next to the grey waste station. Further information will be emailed prior to your arrival and is also available on our website. Your deposit is payable at the time of booking and the outstanding balance is due six weeks before arrival. If you have been self-isolating due to yourself or a party member having coronavirus/coming into contact with an individual with coronavirus you must have completed your 10-day self-isolation before your arrival date.

You must stay at home if you or someone you live with has either: a high temperature; a new, continuous cough and/or loss of smell or taste (anosmia).

If you develop any symptoms of COVID-19 (listed above) during your stay you must inform us as soon as possible. You must return home to self-isolate and follow government guidelines. We do not have the capacity nor facility to accommodate guests and their families whilst self-isolating. If 2021 is still at high risk of COVID-19 infection then the following conditions may apply:

- If you have been medically advised to remain here, we will be asking you to pay for any extra stay that these guidelines impose (this could include an additional three days after the end of your stay in order to rest the caravan). We will then transfer this payment to visitors next due in the caravan, who we will have needed to cancel at short notice.
- Caerfai Bay reserves the right to cancel your stay should a previous guest develop COVID-19 while in the property and be medically advised to self-isolate and stay for longer than their booked dates.

Touring/Camping

USEFUL INFORMATION

BEFORE YOU ARRIVE

- Please do not come if you or a member of your party is unwell. Do not come if you have any signs of COVID-19, high temperature, new, persistent cough or recent onset loss of smell/taste (anosmia).
- Please pay the balance before arriving on site – payment can be made over the telephone or online. You can make a payment by logging into “view your booking” via the “customer login” tab on our website. You will need your booking reference number and surname. Log in at <https://caerfaibay.campmanager.com/Login.asp>

ON ARRIVAL

- Access to site grounds will be through a barrier. You have an individual barrier code on your booking documents. Please use hand sanitiser provided before tapping in code.
- Only one member to enter reception per “party”.
- Only two guests in reception at any one time.
- One-way system in and out of reception
- Screen between guests and staff at reception counter
- Hand sanitiser available for use outside reception and inside reception on counter.
- Please either wait outside reception (2 metre marking before entrance) or in your car if there are two guests already in reception
- Information will be shown on laminated maps, tourist information is pre-packed – available on request.

DURING YOUR STAY

- NO FACE WIPES / CLEANING WIPES in cassette waste – these block the drainage pipes. Used wipes should be placed in refuse bins.
- Please use face mask and gloves or sanitise hands before using field taps, electric hook up points, refuse bins, recycling bins, water taps in the waste points and touching handles for cassette waste.
- Clear signage and reminders for handwashing and use of hand sanitiser is placed throughout site at specific “touch points”.
- **No occasional visitors and no social/group activities permitted on the park.**
- Tourist information/local attractions can be found on links on our website.
- Free WiFi during your stay, code will be emailed to you. Please note this may slow down depending on how many people using WiFi at same time.
- Please respect 2 metre social distance between yourself (guests) and staff/contractors.
- Please use telephone/email if you need to contact us, and limit coming to the office.
- If you develop any symptoms of COVID-19 (high temperature, loss or change of smell, new continuous cough) during your stay you must inform us as soon as possible. You must return home to self-isolate and follow government guidelines. We do not have the capacity nor facility to accommodate guests and their families whilst self-isolating.

AT THE END OF YOUR STAY:

- Please depart on time, at or before 11am for touring pitches, 9:30am for static homes.

- Please place refuse in bin store opposite reception or bin store in camping field.
- Please text, email or call the office to confirm that no one has had any symptoms of COVID-19.