

### **COVID-19 update to Terms and Conditions:**

Until the country has Covid-19 fully under control, 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. **Masks must be worn inside all buildings on site throughout the 2022 season, regardless of any government guidelines.** 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** – At time of writing Covid is still present in the country although the risks have been reduced due to the vaccination program. For this reason, this year we will restore some of the bedding to each caravan so that duvets and pillows will be in all the caravans without the need to change them for each booking as we did in 2020 and 2021. Pillow protectors and mattress covers will be changed on the beds that have been used, but only one 'Tregwynt' woollen blanket will be supplied to each caravan. We will supply bath mats, oven gloves and if requested, more blankets free of charge. For the first time we will be charging for bed linen (duvet cover, sheets and pillow covers) at £10 per caravan; this charge, if necessary, can be taken out of the returnable deposit. \*Two weeks before your arrival you will receive a form which you need to complete, sign and return. On this, you will be able to detail any extra requirements such as bedding and agree to any specific conditions at the time. Our amenity room/laundry room at the top of the office will be closed every Tuesday morning 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.

## **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 one week before arrival – 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

#### 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”.
- Friends and relations visiting caravans were not allowed during the Covid pandemic; please check with the office for the latest conditions on visiting and if approved, you will need to supply us with names and contact numbers so that they can access the barrier; this also applies to Taxis. Note: Food deliveries are not allowed.
- No social/group activities permitted on the park.
- Tourist information/local attractions can be found on links on our website.
- WiFi is available during your stay and the code can be emailed to you on request. 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.