



COVID-19 update to Terms and Conditions:

COVID-19 UPDATE December 2023

Throughout the country restrictions have been lifted. However, we are mindful that, at time of writing, there is still an increased incidence of Covid after gatherings, such as sports events, music events, or just children catching Covid from school. This is a time when we cannot have hard and fast rules, and feel it is up to the individual to decide what they are comfortable with. There are signs for distancing and mask wearing still present from last year; obviously we cannot enforce these, it is up to the individual. We have a priority that staff should be safe, so there are some measures still in place, i.e. camping facilities are closed twice a day for cleaning – the cleaning times are posted on the Amenity doors, and there is always an emergency toilet available. Please appreciate that if a member of staff contracts Covid, the functioning of our caravan and tent park will be severely affected.

HOLIDAY HOMES – Duvets and pillows are provided for each bed. Mattress covers and pillow protectors are changed for each bed that has been used. We supply one 'Tregwynt' woollen blanket, bath mats, oven gloves, and, if requested, more blankets to each caravan free of charge. For unused single beds there will be a protective cover at the foot which you can use to place your luggage on so the mattress covers are kept clean. We charge 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 near the office will be closed every Tuesday but open the rest of the week.

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 a negative Covid-19 test result before your arrival date.

If you develop any symptoms of COVID-19 during your stay you must inform us as soon as possible. Test packs are available from the local chemist. Please return home to self-isolate and follow government guidelines if you have a positive result. We do not have the capacity nor facility to accommodate guests and their families whilst self-isolating.

TOURING/CAMPING

BEFORE YOU ARRIVE

– Please do not come if you or a member of your party has COVID-19. If a member has any of the following - a high temperature, new, persistent cough or recent onset loss of smell/taste (anosmia), we advise they take a Covid 19 test.

– 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

- We have a barrier at the entrance road of the Park; if this barrier is down, please make sure that you have your barrier code ready: **your personal code is: #<Barrier Code>**, there is a hand sanitiser provided for your use. This code is exclusive to your booking; you must not share it with anyone else. Remember to use the hash key before entering your 4-digit code. This is not the only time the code may be needed.
- Proceed up the slope to the pull-in opposite the office to collect your details and check your car in – this will facilitate your entry through the barrier next to the office. Part of the caravan park is now one way, please respect the new signage.
- Please do not queue inside the office, we advise only two persons at the counter at a time.

DURING YOUR STAY

- NO FACE WIPES / CLEANING WIPES in cassette waste – these block the drainage pipes. Used wipes should be placed in refuse bins.
- There are advisory notices for handwashing and use of hand sanitisers throughout the site at specific “touch points”.
- 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.
- Part of the caravan park is now one way, please respect the new signage.
- 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 are using WiFi at same time.
- If you develop any symptoms of COVID-19 during your stay you must inform us as soon as possible. Test packs are available from the local chemist. Please return home to self-isolate and follow government guidelines if you have a positive result. 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.