

Guidance for all park users on re-opening following the Coronavirus enforced closure



We will be re-opening the park to owners on Saturday 4th July.

**You must register with us a minimum of 24 hours PRIOR to your first visit.
Registration will reactive your barrier key for access to the park.
Fill in the Google Form available on www.foldhouse.co.uk**

In order to ensure everyone can be safe here we have carried out a number of risk assessments and implemented some new/different procedures around the park.



We are pleased to have passed the certification under the government 'We're Good To Go' Visit England scheme which is testament to the measures we have put in place to make out park COVID SECURE. These measures will only work with the co-operation of ALL park users.

Nobody must travel to the park if they, or anyone in their household, have COVID-19 symptoms. Public Health England guidance must be followed.

Social distancing must be respected at all times on the park and in all contacts outside of the park. Park users are asked to show consideration to the local community whilst staying at the park.

Track and Trace

- We are required by government to maintain a record of who is on the park at all times and have their contact details registered. This information must be kept for 21 days.
- Therefore, before you visit you will need to register your planned arrival and departure dates as well as full contact details of all members of the group staying in the holiday home. This can be done online using our Google Form, notified by email to info@foldhouse.co.uk or by telephone (01253 790267). We ask that telephone registration is only used where absolutely necessary to avoid the telephone lines being overwhelmed with this and unavailable for other purposes.
- You will need to do this for anyone who will be visiting (even if only for a short stay) or staying in your holiday home.

Prior to arrival at the park

- Complete the track and trace register for all people who will be visiting/staying in the holiday home as mentioned above.
- If you know of any work that needs to be carried out in your holiday home, please let us know with ample warning as we will need to carry out this work allowing for the appropriate waiting time (72 hours/ 3 days) before you wish to use the holiday home.
- We suggest that you pack essential shopping items and food, bringing everything with you that you may need. Some local shops are operating on reduced opening hours.

It will have been some time since the water in your holiday home was last used and as such we recommend flushing through water systems to clear out any stagnant water, especially shower heads which should be held away from the face to avoid inhaling spray.

On the park

- Social distancing must be respected at all times.
- Do not enter anyone else's holiday home.
- When using the open facilities please use the hand sanitiser/soap and water provided and avoid touching any surfaces unnecessarily.
- The toilet by the laundry will be open but there may be closures throughout the day to ensure a strict cleaning regime can be managed. Spray and wipes will be available for you to clean with before and after usage.
- The laundry room and library will be open on a one-in-one-out basis.
- The swimming pool and the play area will remain closed initially.
- The bowling green and fishing lake will be open.
- Hand sanitiser will be provided at key locations.
- Social distancing to be maintained at all times with other owners, park team members, tradesmen and members of the public.
- If at any point you require any work doing in your holiday home, this will need to be done once you have returned home. We will leave it the required amount of time following your departure before staff enter your holiday home. Therefore, please let us know by calling or emailing reception when you have left the holiday home.

- Please DO NOT enter staff areas such as the office or workshop.

Payments

- We are operating in a cashless way – please do not pay for anything by cash.
- Please order gas by calling 01253 790267 and payment will be taken by card over the phone.

Guests

- Guests will remain the responsibility of the holiday home owner at all times, whether the owner is present or not.
- It is the responsibility of the owner to ensure all guests are registered prior to arrival and are aware of this guidance and current practices on and around the park.
- No social gatherings in groups above the current government guidance.

Essential safety measures

If at any point you begin to feel unwell or display symptoms of COVID-19, please do not visit any of our public access spaces. If safe to do so, please return home. If you must remain in your holiday home or tourer, please contact reception by phone or email so that we are aware of your status.

Covid-19 Government guidance for the public

For more information on Coronavirus, please visit the Public Health England website: <https://www.gov.uk/government/organisations/public-health-england>

Protecting all park users and our staff is our main focus at the moment.

Please be aware that if you breach the guidance above, you will be asked to go home and not permitted to return until restrictions are eased. This government-led guidance is a temporary addition to our park rules.

All measures and rules will be kept under continuous review, re-evaluated and revised as necessary in conjunction with our risk assessments, any changes to the law and government guidance.

Please contact reception on 01253 790267 or email info@foldhouse.co.uk should you have any questions or queries regarding our operating procedures.