

# SANDWICH LEISURE HOLIDAY PARK

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## Coronavirus (COVID-19) COVID-SECURE

We are pleased to confirm that Sandwich Leisure Holiday Park is COVID-Secure.

**Whilst we are doing everything possible to keep guests and our staff safe, it is important to note that we will be expecting ALL our guests to take all necessary measures to observe social distancing and to protect themselves and others at all times.**

**Please note that Government regulations and guidelines have been changing very quickly in relation to the coronavirus epidemic. In order to protect our guests and staff, some service or facilities may be reduced or withdrawn altogether, at short notice, dependent on Government guidelines and risk assessment. There will be no reductions or refunds available if this is the case.**

**We ask anyone who is experiencing symptoms, however mild, to please stay at home and seek medical advice. If anyone falls ill whilst on the Park, we ask them to let us know and leave immediately and follow the UK Government guidance.**

### Track & Trace:

In addition to our risk assessment and procedures to ensure our park is COVID-19 secure, we also need to work with the Government Track & Trace System, this is essential in helping to minimise and manage virus transmission. We need to know the names and contact details of everyone who is on the Park at any one time and to keep this data for at least 21 days. If your information has changed since you booked, please email us at [bookings@sandwichleisurepark.co.uk](mailto:bookings@sandwichleisurepark.co.uk). As of Thursday 24<sup>th</sup> September 2020, we will also display an official NHS QR Code located at key points around the park which you can scan using the NHS COVID-19 app to check-in to a business. To show you are checked-in means that you will do your bit to help trace and stop the spread of coronavirus (COVID-19).

### The check-in process:

Payment will be required for all bookings prior to arrival, no cash payments.

### Signage

Clear signage to guide, reassure and inform guests about keeping socially distant from others.

Signage asking all guests to wash hands before using the facilities.

Clear signage asking children to be accompanied around the Park

## Our Facilities

Most of our Facilities buildings will be open. However, our Camping Kitchen and Pavilion Bar will not be open.

All cleaning products are antiviral and kill 99% of all known bacteria and viruses.

Children must be accompanied when using the Facilities to help ensure that social distancing is observed as appropriate.

## Playground

Our playground will be open. However, we ask that parents are responsible for supervising their children including:

- To ensure they observe social distance
- Parents should not permit children to enter the play area unaccompanied, or when it is already busy and therefore social distancing cannot be observed
- It is not reasonably practicable to clean most outdoor play areas; however, they are exposed to the elements which kill the virus.
- We strongly recommend that children wash hands before and after using the play area.

## Children generally

We appreciate that children being given the freedom to roam Sandwich Leisure Holiday Park and make new friends independently was previously one of our big plus points for families; however, at this time, we ask that you always accompany your children around the Park, in the Facilities buildings and in the play park.

Please do not allow children to roam unsupervised around the park so that they, albeit inadvertently, break the social distance rule.

## Our Reception

Our Reception is open, and we are happy to see you, regarding social distancing we are restricting access to two people at a time, entry and exit routes are in place.

## Visitors

To assist us with Track and Trace compliance & to comply with the UK Hospitality Guidance for the Holiday & Touring Industry, we regret that we are unable to accept day visitors to Sandwich Leisure Holiday Park. We must work to ensure our Facilities are not overstretched and that our guest, and staff, remain as safe as possible.

Any visitors given access to the Park by our guests, will be asked to leave immediately. These measures are in place to help social distancing and for everyone's safety.

## Groups

As of Monday 14th September 2020, we are not able to accept any group bookings that will have more than 6 people in a group, this is due to a change in the COVID-19 rules by the UK

Government. If groups, or parties, of more than 6 people gather together they will be asked to leave immediately. These measures are in place for everyone's safety.

## Holiday Home Hire & Glamping

Everything inside your accommodation will have been cleaned to the highest possible standards and in accordance with published Government guidelines.

When weather permits, windows will be left open to allow maximum ventilation of the accommodation before your arrival.

It is rare at Sandwich Leisure Holiday Park that we will need to enter your accommodation for any maintenance issues; however, if this were to be the case, we ask that you step outside whilst our team enter your accommodation. They will wipe down all surfaces they need to touch, both before and after. If possible, please arrange for anyone to enter your accommodation when you are off site.

When leaving your accommodation, please leave all windows open (when weather permits).



**NHS**  
Test and Trace

