

SANDWICH LEISURE HOLIDAY PARK

WOODNESBOROUGH ROAD, SANDWICH KENT, CT13 0AA

TEL: 01304 612681

Email: info@sandwichleisurepark.co.uk

VAT REGISTRATION 176 1517 04

Coronavirus (COVID-19) COVID-SECURE

***** PLEASE NOTE: From Monday 19th July 2021, as a company, we have taken the decision to continue with our COVID-Secure measures that we have had in place. These measures will be in place for the rest of the season. *****

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 always protect themselves and others.

Please note that Government regulations and guidelines have been changing very quickly in relation to the coronavirus epidemic. To protect our guests and staff, some service or facilities may be reduced or withdrawn altogether, at short notice, dependent on Government guidelines and risk assessment.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 immediately and follow the UK Government guidance.

Your health prior to arrival:

Please do not come to Sandwich Leisure Holiday Park if you are feeling unwell or are experiencing COVID-19 symptoms.

The most common symptoms are:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

If you have any of the symptoms above, **you must stay at home** and arrange to have a test to see if you have COVID-19.

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Track & Trace:

In addition to our risk assessment and procedures to ensure our park is COVID-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. As of Thursday 24th 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. If you have any balances outstanding on your booking (you can check on your booking confirmation), these will need to be settled before arrival, as we wish to reduce the time spent in Reception.

Please check that any late additions to your trip; for example, an extra car or dog are booked and paid for in advance of your arrival.

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

From 12th April 2021 our facilities, which include Toilet/Shower Block and Camping Kitchen, will not be open.

IMPORTANT: You must have your own self-contained facilities onboard.

From 17th May 2021 (at the earliest) our Toilet/Shower Block & Camping Kitchen will be open however observing strict social distancing – there may, during busy periods, also be a queuing system implemented for our shared facilities. Where possible, we ask that you use your own self-contained facilities onboard.

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.

PLEASE NOTE: Our Pavilion Bar will remain closed for the rest of the season.

Playground

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

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- 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.

PLEASE NOTE: We will continue to review this in line with UK Government guidelines.

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.

To help keep you and our staff safe, we have installed a protective screen at the front desk.

In line with Government guidelines, we ask that those that can do so, always wear a face covering whilst in our reception area.

Please note: - there may be times when you are asked to remove this in order to communicate with our members of staff.

Visitors

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.

We are happy to recommend places nearby that may be ideal to meet up with friends and family.

IMPORTANT: Any day 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

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From 12th April 2021 – The social contact limits are: - as a single household or bubble indoors; or in a group of 6 people or 2 households outdoors.

IMPORTANT: Though people from different households will still need to socially distance from each other. This will apply in all outdoor settings. No household mixing indoors.

From 17th May 2021 (at the earliest) – The social contact limits change to: - in a group of 6 people or 2 households indoors, or in a group of no more than 30 people outdoors.

IMPORTANT: If groups, or parties, gather and breach the rules 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).

If you feel unwell while at Sandwich Leisure Holiday Park

If you become unwell and believe you have been exposed to COVID-19:

- You should call NHS 111 from your mobile (or 999 if an emergency i.e., if you are seriously ill or injured or your life is at risk) and outline your current symptoms.
- Report becoming unwell on Park to our staff, you will be removed to an area which is at least 2 metres away from other people.
- If it is possible to open a window, do so for ventilation.
- The individual who is unwell should call NHS 111 from their mobile (or 999 if an emergency i.e., if they are seriously ill or injured or their life is at risk).
- Whilst you wait for advice from NHS 111 or an ambulance to arrive, you should remain at least 2 metres from other people. You should avoid touching people, surfaces and objects and cover your mouth and nose with a disposable tissue when you cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If you do not have any tissues available, you should cough and sneeze into the crook of your elbow.

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- If you need to go to the toilet whilst waiting for medical assistance, you should use a separate toilet if available (please ask our staff to advice in this instance).



NHS
Test and Trace