

CORONAVIRUS UPDATE - 23/03/2020

Dear Seasonal and Touring Customers

We have continued to closely monitor the Coronavirus pandemic and follow the advice given by the government and various professional bodies. As we are still closed and not open to the public, we have delayed confirming our formal position until we have considered all of the facts in the best interest of you the customer, all staff working on the Park and of course the Sidmouth community as a whole. We also have to consider the health of ourselves.

Our professional body BHHPA (British Holiday & Home Parks Association) have been working tirelessly in all of our best interests liaising with government officials and also their legal advisors Tozers who specialise in the Holiday Park sector and represent the BHHPA and their members. Their recent advice is still to avoid any unnecessary travel and most importantly maintain the correct social distancing.

Following this weekend and the widely reported actions of many individuals acting in an irresponsible manner - it is clear that social distancing is being ignored and that is totally unacceptable.

It has been clearly demonstrated that some members of the public are prepared to ignore sensible advice and that is a risk too great to take for all of us concerned. We have a duty to you and the community as a whole to mitigate that risk and to open the Park as scheduled on Friday and encourage visitors to the area would be irresponsible.

To confirm, we will delay opening the Park until such time as we are advised that it is safe to do so.

We have been asked by several customers that following the Prime Minister and Medical Officer's comments about fresh air, exercise, mental health and being outside as a low risk environment - a caravan park seems an ideal location. The problem is that allowing guests to visit us potentially brings the virus into our area and is also contrary to the government advice to avoid unnecessary travel. The government web site issued a further release last night specifying that trips to caravan parks are NOT regarded as essential travel.

These are very difficult times for all of us and we are grateful for your patience and understanding. The full implications are still unknown and we will not know the extent until we get there.

We will continue to monitor the situation and will open the Park as and when we are advised that it is safe to do so. In the meantime our seasonal customers must remain at home and will be permitted to holiday with us as soon as restrictions allow. Your caravan will remain on your pitch and ready for you. Any touring booking will of course be cancelled and a credit note issued for you to use on your next booking.

We all hope that the situation is not as prolonged as we have been advised. If we all follow the guidance that the government has advised and get on top of this dreadful pandemic, we can get back to a sense of normality and enjoy the rest of the 2020 season.

On behalf of all of us at the Park, please stay at home, look after your families and more importantly stay healthy.

Please do not hesitate to contact us if you have any comments or concerns.

With our very best wishes.

Mark & Sally
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