

## **Welcome Back To Salcombe Regis Camping & Caravan Park!**

We are delighted to announce that The Park will be open for business from Saturday 4<sup>th</sup> July 2020. We are now taking touring bookings for your Static Caravan, Touring Caravan, Motorhome or Tent and this can be done either online <https://www.salcombe-regis.co.uk/devon-campsite-booking/> or by telephoning the office on (01395) 514303. We look forward to welcoming you all back to the Park.

We are working with the relevant authorities to make sure that we are Covid-19 Secure in 2020 and have already completed our Risk Assessment to ensure the safety of everyone coming to the Park. New procedures are evolving daily and we all need to do our bit if we are to fully combat this dreadful pandemic.

Your health and safety and the safety of our staff is paramount which does mean that there will be new procedures and controls in place. It will take some getting used to as we embark on “the new normal” and ask that you bear with us as we discover what works best for us all.

Covid-19 has not gone away and is here for some time to come. We all need to be fully responsible for our own actions and we will do whatever we can to assist in that journey. We are always open for ideas and suggestions providing that they are in line with government guidance and good practice.

The key is to maintain thorough and regular hand washing and maintain a 2 metres social distance wherever possible from anyone outside of your household. We have installed hand sanitisers in most areas of the Park and ask that you use them.

Our shower blocks and WC's will be open for your use but there will be some units closed off to ensure a safe distance. We ask that when using our facilities that care is taken to respect other customers giving them adequate space to move where there are smaller corridors and pinch points. We ask that you queue sensibly, step back where needed and use a hand sanitiser whenever you pass one. Please leave any wash basin, wc or shower cubicle clean and as you would expect to find it. Report any issues to a warden immediately. Shower blocks will be closed more regularly for cleaning.

Upon arrival you will need to check in. We have changed our reception layout so that all customers enter by the north large patio door (clearly signed) which will be open for easy access. The usual entrance will be closed and strictly for

staff use only. Please sanitise your hands before entering the building and ensure that there is only one customer in the reception area at one time. Please wait at a safe distance under the covered area until the reception is clear and then wait in the cordoned off area until a member of staff becomes free. You will be checked in and a warden will be called to take you to your pitch. We will need a name and contact telephone number for every pitch lead member for Test and Trace purposed should the need arise.

All payments must be made by card or direct bank transfer – ideally in advance. You can make payments on the day and contactless would be preferred. Cash payments can be made but must be the exact amount as no change can be given.

The shop will be closed until further notice however if you need a specific item and we have it in stock, a member of staff will be able to get it for you. We are still open for the sale of gas and general camping accessories but you will have to ask a member of staff to get it for you.

The laundry will also be closed and we are unable to offer freezer blocks or the freezing of customer items until advised that it is safe to do so. We are unable to hire out any items whatsoever.

**In order to maintain safe numbers on the Park, for the remainder of the 2020 season we are unable to accept touring park day visitors.**

We have a duty of care to all of our guests and we will monitor very closely that our guests are acting in a considerate and responsible manner whilst on the Park. Social distancing is paramount as is hand washing. We ask all of our guests to report to a warden or reception immediately any activity that they witness that is a risk to the health and safety of others. We will not hesitate to remove any guest from the Park who blatantly disregards these reasonable and necessary controls that are in place for the welfare of everybody.

**IT IS EXPECTED THAT EVERY GUEST MUST ACCEPT FULL RESPONSIBILITY FOR THEIR OWN ACTIIONS AND THOSE IN THEIR FAMILY GROUP.**