



COVID-19 Specific Terms, Conditions & Guidance Issued 24.07.20

We are really looking forward to welcoming our guests to Tyddyn Isaf. Our aim is to make your stay as relaxing and enjoyable as possible despite the strange world that we are now living in, and once you are staying with us we will do everything possible to make your stay perfect.

Unfortunately, the threat of COVID-19 has not gone, and we have consequently been required to make some changes in order to ensure the highest possible levels of safety for you, our team and our local community.

We appreciate that these changes may take a little getting used to, but it is important that we are cautious and sensible in our approach to COVID-19 to reduce the risk of further lockdowns occurring.

Please consider these guidelines to be part of the terms and conditions of your stay and failure to adhere to them may result in you being asked to return home. We will review these guidelines on a regular basis as and when we receive updated guidance.

Before leaving home:

Please do not visit Tyddyn Isaf if you, or any of your family, have experienced any symptoms of COVID-19 in the previous 14 days i.e.

- A fever / high temperature
- A new, persistent cough
- A loss or change to your sense of smell or taste

COVID-19 Contact Tracing

We know that we already have your booking, but in the interests of contact tracing it is imperative that we know who is on the park at all times.

We have set up a dedicated page on our website for this purpose so all you need to do is fill in the simple form 24 – 48 hours prior to arrival:

<http://tyddynisaf.co.uk/contact/covid-19-track-and-trace/>

We will require the following information:

- The full names of who will be staying in your accommodation during your visit
- The dates that you will be onsite.
- Your anticipated time of arrival.

We will email you prior to arrival to remind you to submit your form.

On Arrival:

Please contact us from the intercom located at our main entrance barriers to inform us of your arrival.

Our usual procedure at Tyddyn Isaf is to operate a roving reception and we will plan to continue this service. This means that we will meet you at your vehicle and personally show you to your pitch. Our staff members have been fully briefed on social distancing guidelines, so we ask that you please refrain from approaching them too closely.

We will continue to issue you with a key fob that will be required during your stay, however, during this pandemic we will not be taking a deposit for it. All keyfobs will be thoroughly sanitised between each customer. Please respect our honesty policy and don't forget to return your fob.

During your Stay:

We're sure that you are all very aware by now that Wales and England have slightly different rules around what you can and can't do during this pandemic and we would like to remind you that whilst you are staying with us at Tyddyn Isaf the stipulations that will apply are those set by the Welsh Government. It is our responsibility to enforce them in order to protect each other and our local community. Anyone found to be breaching regulations will be asked to leave the park.

You can review the current guidance for Wales here:

<https://gov.wales/coronavirus>

For your reassurance we have created the following guidelines for guests staying at Tyddyn Isaf:

Social Distancing

Social distancing must be maintained at all times in line with the current guidance during your stay. We have placed markers in key points around the park to assist you with this.

Social gatherings

Social gatherings between separate families will only be allowed in line with the current Welsh Government guidelines at the time of your stay. If you are unsure we will let you know the current guidance on your arrival.

Facilities

Please be aware that the use of communal facilities may be restricted during your stay and that this may change in line with Welsh Government guidance as time progresses. By making a booking guests are in acceptance that these restrictions may remain in place during their stay.

- Toilet, shower, dishwashing and laundry facilities
We ask that you keep your distance and queue outside. Children under 10 should be accompanied to ensure that they practice safe hygiene procedures. We ask that you wear a mask inside the facilities at all times (except for when you are washing) and that you sanitise / clean any surfaces that you come into contact with before and after using them. Please leave any doors and windows open to allow adequate ventilation throughout the building.
- The restaurant and bar will likely remain closed throughout the summer due to social distancing rules, however, we will be providing a full click and collect take-away service for all shop, restaurant and bar items: <https://tyddyn-isaf.menu.org.uk>
- The main play area is now open. We ask that children are please supervised and that parents take responsibility for ensuring that their children socially distance and sanitise their hands as required.

Out and About

We are very lucky to have lots of space and Tyddyn Isaf and following our risk assessment we do not feel it necessary to impose one-way systems. There are however a few areas where you may pass another person closer than is safe if you don't momentarily pause and make use of the passing spaces that we have created – we have highlighted with signs these 'pinch points' and ask that you please step aside in the designated areas.

Children

There are plenty of places around the park for your children to play, explore and enjoy themselves with you, however, we do ask that you assist them in maintaining social distancing and take responsibility for maintaining their hand sanitisation.

BBQ's, Fire pits and gazebos

Fire pits pose an increased safety risk, and are also generally associated with social gatherings. As such we have been advised to not allow firepits to be used during the COVID-19 pandemic. We apologise for any inconvenience that this may cause. BBQ's however are a means of cooking are therefore allowed, but should be extinguished as soon as your food is cooked.

Small gazebos (measuring no more than 3m x 3m) will be allowed for the purposes of cooking only and for the use of one family only. They must not be used as a location for social gatherings and any such activity will be stopped.

Refuse Disposal

Please ensure that all rubbish is placed in a sealed plastic bag before being deposited in our refuse collection point.

Contactless Payments

Please use contactless payment methods where possible whilst on park.

Day Visitors

It is imperative that we limit the number of people on park to only those who are supposed to be here and have read the information that we are sending out. We therefore regret that until further notice, day visitors will not be permitted entry to the park.

Contact Points

Please be assured that we have a regular sanitisation schedule in place and will be sanitising all contact points e.g. door handles, intercoms, taps etc. on a regular basis throughout the day. We do however ask that you provide your own appropriate PPE for when emptying your chemical toilet cassette. Hand-sanitising dispensers have been placed in various areas around the park for your convenience.

Local Community

We ask that you please show sensitivity towards our local community as many people remain nervous about the virus and an increased population due to an influx of holiday makers.

When you are out and about please remember to follow Welsh Government guidance and maintain the appropriate social distancing

If you suspect that you, or your family member may have a case of COVID-19

If you or a family member show any symptoms of COVID-19 then please self-isolate as a family IMMEDIATELY. Do NOT associate with anyone else on the park and do not use any facilities. Use your mobile telephone to contact us immediately (01248 410203) so that we can take the appropriate action. Current guidance suggests that you should stay in your accommodation and seek a test, however, you may wish to leave the park and return home as quickly as possible to arrange this. We will arrange to collect your keyfob.

On Departure

Please ensure that you tidy your pitch and do not leave any litter. All waste must be disposed of in sealed plastic bags and placed in our central refuse collection point.

Please respect our honesty policy with regards to the return of your key fob, and place any fobs in the boxes provided. These will be identified to you on arrival.