

# Blair Castle Caravan Park Covid 19 Secure Pre-arrival Guest Information

## Touring Guests

Your safety and that of our staff are the key concern this season, followed closely by our attention to service, so your stay is as rewarding and relaxing as possible.

Please do check with everyone in your party before you leave home that no one is aware of experiencing Covid19 symptoms (<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>). If someone is, in everyone's best interests, please stay at home. If a member of the party develop symptoms while staying at the park, please refer to this link for guidance <https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers#people-staying-in-accommodation-that-have-symptoms-of-covid-19>.

Attention to cleanliness and hygiene is central to our Covid19 security. There will be hand sanitiser stations at many key locations around the park and frequently used touch points will be disinfected throughout the day.

We have prepared some guidance on special arrangements relating to Covid19 that the park has put in place to help you prepare for your stay and feel comfortable and informed when you get here:

## **1. What to bring with you?**

- a. Please do bring your own sanitising products such as hand gel and disinfecting wipes. You should also bring some waste disposal bags for use so you can bag and dispose of your waste in conveniently located skips around the park, before departure. We do strongly urge you not to dispose of wipes in our drains as they are the most common cause of blockages.

## **2. Where will I collect my arrival pack?**

- a. Your pack will be available outside the reception building entrance, clearly sign posted. The pack will contain guidance on how to locate your pitch and other key information.

## **3. What will be open on the park?**

### **a. Reception**

Our reception will be open between the hours of 9am to 6pm. Normal social distancing of 2m and the wearing of face masks while within the reception building is requested. Assistance or information can be sourced from reception during opening times by calling 01796 481263.

- b. Shower and Toilet Blocks. Our shower blocks will be open for use and disinfected three times a day.
- c. Games Room. The games room in reception will be open as soon as Government guidance allows.
- d. Convenience Shop. Our small shop in reception will be open as soon as Government guidance allows.

- e. Laundry. The laundry will be open for use. Guidance on how to use the venue safely will be clearly shown at the entrance. Tokens can be purchased in advance at the time of booking or purchased at reception. **Please note, card payment only.**
- f. Dishwashing facilities. Our dishwashing facilities are marked on the park location plan. They will be cleaned twice daily and disinfectant will be available for guests to apply to their satisfaction, pre and post use.
- g. Playground. The playground and equipment will be open for use. Parental attendance is essential to ensure children make use of the hand sanitiser equipment, which is available on site, both before and after use.

#### **4. Warden assistance**

- a. A warden can be contacted between the hours of 9am to 6pm through the main reception phone number, 01796 481263. Out of hours critical support from a warden can also be sourced through this number.

#### **5. Winter Opening – 1<sup>st</sup> November to 15<sup>th</sup> December 2021**

We have extended our winter opening hours this year and we are now open until mid-December for touring pitches. We have put some measurements in place should we experience adverse weather.

- a. Water points – should the water points around the park freeze we have allocated 2 emergency winterised water points, they can be found on pitches 27 & 28 (please see these highlighted on the map at the back of your welcome pack)
- b. Chemical waste and dishwashing facilities – during adverse weather the chemical waste and dishwashing facilities will only be available from 10am-4pm. A notice will be put in place when this is applicable.

Finally, and we mean this most sincerely, please enjoy your holiday and relax!