

TYDDYN LLWYN CARAVAN PARK – COVID-19 Information Sheet

Welsh Government the rules still apply to 'KEEP WALES SAFE'. STAY ALERT remains good advice.

- ALWAYS OBSERVE SOCIAL DISTANCING – 2 metres in Wales.
- WASH YOUR HANDS REGULARLY.
- (HAND SANITISING IS AVAILABLE AT ALL COMMUNAL AREAS AND ON ENTERING BUILDINGS)
- STAY AT HOME IF YOU OR ANYONE IN YOUR HOUSEHOLD HAS SYMPTOMS

DO NOT VISIT the Park if the area in which you are travelling from is placed in 'local lockdown' and you have restrictions on travel. We are sorry, but you should not travel to us - please call us and we rearrange your booking.

DO NOT VISIT the Park if you have been told to self-isolate.

DO NOT VISIT if you or any of your household have symptoms of COVID-19.

According to the NHS the main symptoms are:

- A high temperature
- A new continuous cough
- A change in you sense of smell or taste
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If you or anyone in your party become SYMPTOMATIC whilst here on holiday the key points are to isolate in your own caravan and telephone 111. We have full guidelines available and so if you need advice phone the office immediately.

At TYDDYN LLWYN the following are in operation in addition to the regular T's & C's

TRACK AND TRACE: By Law we need a record of every person on the Park.

We will need a **NAME, ADDRESS, CONTACT TELEPHONE NUMBER** of the lead person in your party / staying in your caravan. You will need to let the office know when you **CHECK OUT** and we need to know if anyone in your party has become **SYMPTOMATIC** whilst being on-site.

BEFORE YOUR ARRIVAL. We will need you to settle your bill in full. We will contact you a couple of days prior to your arrival to take payment over the phone. You can still pay by cash on arrival if you prefer. Just let us know.

During this phone call we will need you to confirm that all your details are still correct. We will need to check these details for everyone in your party for TRACK and TRACE purposes.

We shall take your vehicle registration number and ask for an ESTIMATED TIME of your arrival.

Please try and time your journey to arrive before 7pm.

CHECKING IN.

Upon arrival to the Park, the shop/reception will be operating a one-way system with social distancing measures in place. You may find a long queue especially at busier times – if so, please wait in your vehicle until you are able to enter the building.

We ask that only 1 person from you party enters the reception. You will receive your map and information leaflet and then you will be escorted to your pitch by a member of staff.

You will also be able to purchase any goods whilst in the shop and the shop will be open 9 – 5 throughout your stay should you require anything else during your stay.

If you do arrive after the Reception has closed (usually 5pm) details will be on the door on how to contact the wardens who will be on lookout for you and again will escort you to your pitch.

PAYMENT FOR GOODS/SERVICES: We accept payment by card and cash. Contactless payment can be made in the shop up to £45.00.

WIFI: Can be purchased through the shop/office as normal or over the telephone before you arrive.

CHECKING OUT.

Could you please let us know as you leave the Park on your departure day. We need this information so that we can check all in you party remain well. Also, the staff can then go down and clean any touch points /taps etc in readiness for the next occupant. This will have been done prior to your own arrival ensuring your stay is as safe as possible.

RECEPTION/ OFFICE & COMMUNAL AREAS:

The Shower Blocks including the disabled facilities and wash-up areas remain closed.

The Play Park and Games room are closed. The telephone box is closed.

The office and staff rooms are off-limits to Customers.

The Shop will operate in a one-way system with hand sanitisation available on entry.

We do need you to supervise your children at all times. Even our little visitors will need to maintain social distancing.

The Laundrette is open with distancing measures in place.

DOGS: Now more than ever we need you to keep dogs on a **short leash** at all times when on the Park.

VISITORS: Social activities and group gatherings are not allowed on the Park. Do not visit other people in their caravans. Social distancing measures must be maintained at all times which is currently 2 metres in Wales.

ELSAN POINTS: These are in use with strict distancing measures in place. All 3 stations are open and hand sanitiser is available at each point. Please be sure to wash your hands as soon as you return to your van.

All ELSAN Points along with SKIP AREA and MOTORHOME/JETSKI service point will be cleaned by staff on a regular basis throughout the day

REFUSE: The disposing of your litter remains the same. Use the skip the top of the drive. Please tie all your bags. No open bags please and as usual refrain from disposing of large items. Distancing measures and hand sanitiser will be in place.

MOTORHOME/JETSKI service point. Please act responsibly with only one unit in the area at one time. Please wait in your vehicle until the area becomes available.

STAFF: Please keep 2m away from staff at all times. Do not ask them to carry out tasks for you. If you need help with anything please telephone the office for assistance. All staff are in possession of full PPE.

We have a duty of care to all our staff and customers to follow industry body instructions on informing the EHO and Police should anyone not comply with these regulations.

SHOPPING and the TOWN One last thing to think about. The shops and small independent retailers on the High Street desperately need you to come back and support them.

The supermarkets are still employing safe controls and queues are still in place. These are already busy with locals and this is exaggerated as all the caravan parks are open.

We need to be sensitive towards our local community so with this in mind, please try and bring with you as many provisions and foodstuffs you may need whilst you are on holiday which will greatly reduce the reliance and congestion in our local supermarkets.

We do know this is a lot to take in, but we really do appreciate you cooperating with these terms.

We want to make sure you and all our guests feel as safe as you possibly can on your holiday.

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The most important thing is you come to Tyddyn Llwyn and enjoy your holiday.

Enjoy Porthmadog and the surrounding areas.

**Support the local attractions, High St. shops & small businesses –
we & they have missed you**