



PENGARREG  
CARAVAN PARK

# **COVID-19 (CORONAVIRUS) POLICY**

Providing the safest possible environment  
for everyone at Pengarreg Caravan Park

# RETURN TO PENGARREG CARAVAN PARK SAFLEY

**BE TOGETHER, SAFELY SPACED. ENJOY YOURSELVES & RESPECT OTHERS.**

The Covid-19 pandemic has resulted in the closure of all holiday parks in the UK. As we are excited and eager for you to return to the park, please bare in mind that steps have been put in place to maintain social distancing and keep everyone safe. The guidelines in this policy are subject to change as the government guidelines are likely to evolve. This policy will give you an early indication of the steps that will be in place for the foreseeable future.

This policy has been created in conjunction with the recommended guidelines issued by BRITISH HOME & HOLIDAY PARK ASSOCIATION, WELSH GOVERNMENT and UK BRITISH GOVERNMENT.

Please note, if caravan parks are given the green light to reopen on the 11th of July then it will be for self contained statics and tourers only. Please view the latest Welsh Government announcement below:

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**Caravan parks where accommodation is entirely self-contained – but shared facilities on the premises will remain closed, such as swimming pools, leisure facilities, shared shower and toilets blocks, shared laundry, etc, and public areas in other accommodation types. This means any caravan or touring site on board shower, WC and cooking facilities. All shared facilities, aside from water and waste disposal points, will remain closed.**

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The purpose of this policy is to ensure the safest possible environment for all caravan park residents. All holiday home owners and family will be expected to follow these guidelines, any anyone not adhering to the policy may be asked to leave the park for the safety of others.

We are delighted to welcome you back,

Ian & Hazel Miller  
Pengarreg Caravan Park

# CORONAVIRUS (COVID-19) SYMPTOMS

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The incubation period of COVID-19 is thought to be between 2 to 14 days (it is believed to be an average of 5 days). This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have probably not been infected.

## **Before arrival:**

We ask all caravan owners not to come to Pengarreg if you or a member of your household have had Coronavirus symptoms in the 2 weeks leading up to your arrival.

## **If you or someone in your unit becomes unwell and believes they have been exposed to COVID-19 on the park:**

- Report your symptoms immediately by calling the NHS 111 from your mobile (or 999 if an emergency i.e. if they are seriously ill or injured or their life is at risk) and outline your current symptoms.
- Please report your symptoms to a member of staff, by calling 01974 202 247.
- Please ensure you move to an area which is at least 2 metres away from others. If possible, a room or an area where you can isolate behind a closed door. If it is possible to open a window, we recommend doing so for ventilation. Again, it is imperative that the individual who is unwell call NHS 111 (or 999 if an emergency i.e. if they are seriously ill or injured or their life is at risk).
- Whilst waiting for advice from NHS 111 or an ambulance to arrive, please remain at least 2 metres away from other people. Avoid touching any people, surfaces and objects and we advise you cover your mouth and nose with a disposable tissue to minimise contamination. If you cough or sneeze put the tissue in a bag or pocket then throw the tissue in the bin. If you don't have any tissues available, cough and sneeze into the crook of your elbow.
- After departing from the room/area they have been occupying, it is imperative to thoroughly clean and disinfect the area to minimise the risk of spreading.

## **PLEASE NOTE**

If you feel unwell and are showing any of the 3 main signs of Coronavirus (a new continuous cough, a high temperature, a loss of, or change in, your normal sense of taste or smell), you must leave the park and return to your home and request a test. **It is strictly prohibited to self isolate on the park.**

# SELF CONTAINED HOLIDAY HOMES STATIC, TOURERS & CAMPERVANS



## TRACK AND TRACE

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- We are required by government to maintain a record of who is on the park at all times and have their contact details logged.
- This information must be kept for at least 21 days.
- Therefore, on arrival to the park you will need to email us the following information below or if you are not internet friendly, then this registration can be done by informing the office by posting a note through the office letterbox.

**WE WILL REQUIRE THE FOLLOWING INFORMATION: Your name, Your caravan number, the date you will be staying (arrival & departure), telephone number and email address and the name of each person staying at the caravan.**

- Please inform us if you plan to stay longer or leave earlier than stated. Again, via email, contacting the office in person or telephone.
- This applies to caravan owners letting their caravan - please inform these customers of our policy.
- Where possible, please use the online/electronic options as this allows you a lot more flexibility should your plans change.



## YOUR HOLIDAY HOME

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- Social distancing must be practiced whilst on the site. This means no close interaction between people outside your unit.
- We ask that you do not have day visitors during your visit as we need to track and trace everyone at the park.
- For those owners who let their holiday homes - You are able to however you are responsible for ensuring that it is let to members of the same family, they are aware of the track and trace policy and the cleaning standards are met.

### **What you can do to help:**

- Wash hands regularly with soap and hot water (for more than 20 seconds)
- Use the hand sanitizers provided at the Recycling Centre and main office.
- Keep 2m distance between anyone not from your own household
- Dispose of any rubbish in the waste areas provided
- Observe current government rules for group meetings outside and indoors

# TOURERS, MOTORHOMES & CAMPING

In line with the Welsh government announcement we are set to be reopening the park for all touring caravans, motorhomes and tents on Saturday, 25th July.

**IF YOU WOULD LIKE TO VISIT PENGARREG WE WILL REQUIRE PRE BOOKING FOR ALL PITCHES. DUE TO LIMITED AVAILABILITY PLEASE CONTACT THE OFFICE TO BOOK.**



## TRACK AND TRACE

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- Therefore, on arrival to the park you will need to email us the following information below or if you are not internet friendly, then this registration can be done by informing the office by posting a note through the office letterbox.

**WE WILL REQUIRE THE FOLLOWING INFORMATION: Your name, Your caravan number, the date you will be staying (arrival & departure), telephone number and email address and the name of each person staying at the caravan.**

- Please inform us if you plan to stay longer or leave earlier than stated. Again, via email, contacting the office in person or telephone.
- This applies to caravan owners letting their caravan - please inform these customers of our policy.
- Where possible, please use the online/electronic options as this allows you a lot more flexibility should your plans change.



## YOUR STAY AT PENGARREG

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- Social distancing must be practiced whilst on the site. This means no close interaction between people outside your unit.
- We ask that you do not have day visitors during your visit as we need to track and trace everyone at the park.

### What you can do to help:

- Wash hands regularly with soap and hot water (for more than 20 seconds)
- Use the hand sanitizers provided at the Recycling Centre and main office.
- Keep 2m distance between anyone not from your own household
- Dispose of any rubbish in the waste areas provided
- Observe current government rules for group meetings outside and indoors

# COVID-19 TRACK AND TRACE



## MANDATORY FOR ALL STAYING AT PENGARREG

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- We are required by government to maintain a record of who is on the park at all times and have their contact details logged for track and trace purposes.
- This information must be kept for at least 21 days.
- Therefore, on arrival to the park you will need to email us the following information below or if you are not internet friendly, then this registration can be done by informing the office by posting a note through the office letterbox. If you have already pre-booked a pitch for a short stay at Pengarreg then we will require you to check-in at the park reception.

### **WE WILL REQUIRE THE FOLLOWING INFORMATION:**

- 1. Your name**
- 2. The name of each person staying at the caravan**
- 3. Your caravan number**
- 4. The date you will be staying (arrival & departure)**
- 5. Telephone number and email address,**

- Please inform us if you plan to stay longer or leave earlier than stated. Again, this can be done via email, contacting the office in person or telephone (01974 202247).
- This applies to caravan owners letting their caravan - please inform these customers of our policy.
- Where possible, please use the online/electronic options as this allows you a lot more flexibility should your plans change.