



Guidance for our Holiday Home Owners and Seasonal Touring Owners

Guidance for the reopening of the park (following the Coronavirus enforced closure). We will be reopening the park from 10am on Monday July 13th 2020, subject to the Welsh First Minister giving the green light on July 9th. Please arrive at the park between 10am and 3pm. Things will be a bit different when you return as we have to consider the safety of our customers, our staff, our contractors, the local community and ourselves. There is a risk with the movement of people and we must carry out our part in minimising the risk of the spread of the virus. As part of our risk assessments we must brief you, our customers.

Please remember this is new to us all and we will learn as we go along. Things will change and any changes will be based on Welsh Government and our trade organisations advice. We will keep you informed.

Track and Trace

We are required by the Welsh Government to keep records of who is on the park at all times and have contact information from everyone and the information must be provided 48 hours before your arrival at the park. The information will be kept for 21 days. Before your planned visit you will need to have let us have full contact details of all members staying in the holiday home or seasonal tourer at least 48 hours before your arrival. The relevant form will be available on our website.

If you prefer you can ring 01490 460224 to register the details.

Before arriving at the park

If you need any work carried out at your caravan please let us have notice, allowing 3 days notice before you visit your holiday home

We suggest that you bring essential items with you such as hand gel, soap, gloves, toilet rolls, hand sanitiser, face masks and disinfectant from home.

Please plan and bring food and bring everything you need with you. We are arranging for local businesses to deliver to the park or for an order and collect system from some of them. Further details to follow.

On the park

The toilet block and shower will not be open and is closed by law.

The laundrette will not be open and is closed by law.

The play area and the indoor games room will remain closed by law.

Holiday use only of your holiday home and touring restrictions continue to apply.

Social distancing must be maintained at all times with park staff, contractors, other owners, and members of the public. In Wales social distancing requirements are still 2 metres.

If you need any work carrying out in your holiday home this will have to be carried out once you have returned home. Please let us know when you are leaving your holiday home so that we can arrange for a visit from the relevant contractor.



When the park closed we turned the water supply off, as advised by our insurance company. As we have had very warm weather there is a risk of Legionella from the water contained in the pipes in your holiday home or seasonal tourer. You can become infected by inhaling the water droplets containing the bacteria. Set the hot water temperature to maximum on your boiler or water heater and run all the taps for a few minutes, keeping the flow low to avoid splashing. Start with the kitchen taps and as they will splutter because of air in the system and cover them with a cloth to avoid splashing. Go through the caravan and repeat this process throughout. Flush all toilets with the lid down. Remove shower heads and disinfect with household disinfectant, bleach or a sterilising solution, eg Milton, in a bucket or container, making sure that this is away from your head, face, mouth, etc to avoid inhalation.. Make sure the scale is removed too. Run the shower for a few minutes to clear the pipes, beware there may be air in the pipes which may cause splashing. After this reset the boiler/water heater to a normal temperature to avoidng scalding. If your caravan or seasonal tourer was drained down for the winter correctly there is a lower risk as the pipes should be virtually empty.

Please dispose of rubbish in the usual compound and make sure the bags are knotted, no open bags. Hand sanitiser will be available in the bn compound and the doors have been removed.

Please do not enter the area behind Reception, our buildings, workshop or the Farmhouse at any time.

Please do not enter our sales caravans or other peoples holiday homes or seasonal tourers.

We have implemented an appointment system to ensure our sales caravans are COVID-19 safe. This involves cleaning touch points and surfaces after each visit together with fogging the caravan.

Reception

We have a bell outside the reception door and you can ring this to make contact with us. By ringing the bell the intercom will activate for you to speak with us.

There will be a maximum of 1 person at a time in Reception with card or BACS payments only. We are trying to minimise visits to Reception to uphold social distancing. We would love to see you but we must all be alert and sensible.

The reception/office toilet is not for holiday home owners por seasonal tourers use.

In the beginning only caravan owners can use their caravans. This will keep things simple and allows us to take small steps whilst we all get used to the new normal.

Welsh Government say that no more than 2 households are allowed to meet up outside at any time not in caravans.

No social groups are to be formed as per current Welsh Government guidelines.

Around and About

Please bring as many provisions as you can with you. Not all local shops are open yet and many of the ones that are open have restrictions, only allowing a small number into the shop at any one time.

Social distancing of 2 metres to be maintained at all times.



Welsh Government restrictions at present allow travel within your local area up to a maximum of 5 miles.

Safety

If you or any of your household display symptoms, eg high temperature, a new continuous cough, a loss or change to your sense of smell or taste do not come to the park.

Do not return to the park if you have been told to self isolate. Llawrbetws is a rural location and you need to be close to your own medical services.

If you are in a lockdown area you will not be able to come to the park.

If you begin to feel unwell or display symptoms of COVID-19 please go straight home. You must ring 01490460224 or email info@llawrbetws.co.uk to make us aware of the situation. You must also let us know if you develop the virus.

Social distancing of 2 metres is to be maintained throughout the park, there will be signs dotted around to help you remember.

Children must not be left to roam freely around the park, they must be supervised and are the responsibility of parents/guardians at all times.

All these measures are to protect you, our staff, our contractors, the local community and ourselves. If there is any breach of this guidance you will have to return home and will not be able to return to the park until the restrictions are lifted. This guidance is government led and is a temporary addition to our park rules.

We will work through this post pandemic period and we will amend this guidance as and when any Welsh Government advice alters.

Park Contact

If you have any questions or queries about these operating rules please call 01490 460224 or email info@llawrbetws.co.uk

