

COVID19 Extra Information

We have had to adapt our processes to adhere to the requirements. Please read the below information thoroughly and comply with the information provided. If you have any further questions, please contact us directly on 01333 450 460 or info@sauchope.co.uk The safety of our guests and staff is our highest priority but in a holiday park environment this is only achievable if everyone respects the guidelines. We ask for your co-operation and patience under these difficult circumstances.

If you or any of your party exhibit signs of COVID19 as described by Government, please **do not visit our site** and self-isolate in your own home as per government advice. Whilst on site please respect **social distancing measures** at all times and **wash or sanitize your hands regularly**. Please bring your own supply of hand sanitizer - you may purchase from the reception shop if you forget.

If you develop signs of Covid19 whilst on site, **you must inform reception** - you will be required to leave the park and return home asap. You will not be permitted to self-isolate in your holiday accommodation.

Arrival information:

Arrival times - To allow for more cleaning time guest arrival time is now strictly **16:30pm** or after for the rest of 2020. We cannot offer any "Early Arrivals" unfortunately. If you have paid for an early arrival, please call for a refund of this fee.

Arrival information – Upon arrival please proceed directly to your property (park map showing location of all properties is attached), **do not stop at reception**, the name of your property is noted in your emailed booking information. If you are unsure, please contact us by calling 01333 450 460 or if you arrive after 5pm please call The key for your property will be in the door of your booked accommodation from **16:30pm** on the day of arrival.

Bedding and Bed Linen – For 2020 only we have had to change our bedding and bed linen policies in line with Covid19. For the Lodges, Retreats and Deluxe Beach Huts **Bedding and Bed Linen will be provided** beds will be made up for arrival. If you are staying in a Lodge, Retreat or Deluxe Beach Hut and would prefer to bring your own bedding and linen at this time, please contact us asap and minimum one week before arrival and we will not make the beds.

The Main Reception is open to customers to **visit** 7 days a week from **10am to 2pm**. We would request that you contact us directly on 01333 450 460 or info@sauchope.co.uk between 9am and 5pm with any queries, issues or requests in the first instance to avoid calling at reception in person and thus helping to minimize traffic at this location. We can only allow one person at a time in the reception/shop area and customers who attend will be asked to queue outside and maintain social distancing at all times.

The reception shop will be open from 10am to 2pm for any essentials, you can call in advance to check if we have the item you are looking for which will save you having to queue. We will only be accepting **contactless card payments** in the shop - you may also make bookings and payments over the phone for things like logs, instead of visiting reception. Please be aware we are not allowing car parking at reception for more than 2 cars at a time.

Wood If you require extra wood please do not visit the shop, instead, phone or email us before 4pm and we will deliver your ordered items to your property between 4-5pm. **Items will be left outside the property.**

Hot Tubs – For your own protection please do not share your hot tub with anyone other than those staying in your own property. On departure all hot tubs are drained, hygiene cleaned, and water replenished prior to each arrival. Hot Tubs must not be used on departure day. Guests should shower prior to entering the hot tub and follow the hygiene guides provided in hot tub properties.

Dogs are welcome onsite but **must be** kept on a lead at all times and please clean up after your dog using the bins provided.

Departure information:

Departure times - To allow for more cleaning time guests departure time is now **strictly 09:30 am** at the latest for the rest of 2020. We cannot offer any "Late Departures" unfortunately.

Departure information – When you leave your property please follow these four important steps which are in place to reduce the risk of infection to our housekeeping team.

- 1. Leave your accommodation key in the front door of your property please do not call at reception on departure.**
- 2. It is essential that you strip all bedding including mattress, pillow and duvet protectors and place in a tied clean refuse bag. This must then be left outside on the deck or outside front door.**
- 3. Remove any rubbish - please remove all rubbish and deposit at the bins located outside of your property or at the bin centre located near Play park**
- 4. If you have a dishwasher this must be filled with as many dishes, cutlery, pans etc as possible (fill with clean items if necessary) and left running on the hottest cycle before you leave.**

By following the above you will be assisting our housekeeping team by helping to protect them against the virus, your co-operation is greatly appreciated.

Communal Areas - Guests must sanitize or wash hands thoroughly before entering and on departure from all the communal facilities.

Showers & Amenity Lodge - Open to DOME and BEACH HUTS guests only - these areas are checked and cleaned regularly (you may be asked to temporarily vacate the premises to allow cleaning at certain times of the day). However, if you notice a problem in-between checks or supplies need to be restocked please let reception know **as soon as possible**. Please follow the Covid guidelines which are in place for all our communal facilities in order to protect you and your fellow guests as much as possible. We recommend that face masks should be worn in all communal areas - campers kitchen, shower/WC block, guest's laundry and although hand sanitizing stations will be located in these areas, it is advisable for guests to also carry their own supply.

Campers Kitchen and Lounge facility – Open to DOME and BEACH HUTS guests only Please leave clean and tidy for other guests after use. Please ensure you remove any unwanted food items from the fridges at the end of your stay. Campers Kitchen is cleaned regularly if you notice a problem in-between checks please let reception know **as soon as possible**.

Visitors – Currently we cannot allow any visitors to properties from outside the site.

Sauchope Links Park reserve the right to cancel or amend any facilities or activities as advertised in the park without prior notice. Full terms and conditions can be viewed on our website. **We adhere to a strict No Smoking policy.**

Guidelines relating to Covid19 may change as government announcements are made – for up to date information please refer to the website at www.largoleisureholidays.co.uk