

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 **01764 652 951/07980324958** or info@braidhaugh.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 the 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

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, guest arrival time is now strictly **16.30pm** or after for the rest of 2020. We cannot offer any “Early Arrivals” unfortunately.

Arrival information – Upon arrival please collect your key and barrier pass from the “Arrivals Drawer” which is to the right of reception. Please use hand sanitizer when collecting these.

Bedding and Bed Linen – For 2020 only we have had to change our bed linen and bedding policies in line with Covid19. Wigwams and River Hideouts will have no bed linen, these must be brought by guests. The lodges will have a bed linen pack provided in a clear plastic bag. All mattresses and pillows will have a protective covering on them which will be thoroughly cleaned in line with Covid19 good cleaning practice

Towels – Will not be provided, guests will have to bring their own towels from home. If towels have been pre-ordered, please call for a refund. Please bring your own tea towels and oven gloves.

Reception will be open from 10am to 2pm. We would request that you contact us directly on 01764 652951 or info@braidhaugh.co.uk between 9am-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 in reception at a time and social distancing rules will apply.

Logs – Logs must be ordered and paid for by phone before 3pm these will then be delivered to your accommodation 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 the property. **Guests must read and sign the Hot Tub disclaimer and leave in “Departure” drawer.** 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 advice given on the Hot tub disclaimer. **Hot tubs cannot be used without a signed disclaimer.**

Dogs – Dogs are welcome on site but must be kept on a lead at all times, 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 9.30am** at the latest for the rest of 2020. We cannot offer any “Late departures” unfortunately. If you have paid for a late departure, please call for a refund of this fee.

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

- 1. Leave your accommodation key, barrier pass and signed hot tub disclaimer in the “Departures” drawer at reception.**
- 2. Please strip beds and put in clear bag it was delivered in. This must be left outside on the deck or by the front door**
- 3. Remove all rubbish, empty fridge and freezer, deposit at the bins located by the main car park**
- 4. If you have a dishwasher this must be filled with as many dishes, cutlery pans, etc.**
- 5. Leave all windows open on departure.**

By following the above you will be assisting our housekeeping team to protect them against the virus, your cooperation is greatly appreciated.

Toilets/showers – These are to remain closed until a later date. Tourers must have their own facilities.

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

Braidhaugh Holiday 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