

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 01333351900 or lethamfeus@tiscali.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 351 900 or if you arrive after 5pm please call **(07376282482)** 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. Hideaway's and Studio's - **No Bedding or Bed Linen will be provided**. If you have pre-ordered bedding at a cost, please call for a refund of this fee.

Towels and Towel hire – For 2020 only we cannot provide towels or offer towel hire. It is essential that guests bring Towels with them. We have a laundry room onsite where washing/drying can be done for a small fee. If you have pre-ordered towels at a cost, please call for a refund.

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 351 900 or lethamfeus@tiscali.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.

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. 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 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 at top of main drive on your way out.**
- 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.

Laundry Room – Guests must sanitize or wash hands thoroughly before entering and on departure from all the communal facilities. Please leave clean and tidy for other guests after use.

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

Letham Feus 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.lochtay-vacations.co.uk