



Dear Guest,

For the campsite to reopen a comprehensive review of our operations has taken place.

Operating safely in a COVID-19 environment is essentially a matter of trying to eliminate the risk of transmission of the virus and, where that is not possible, introducing mitigating measures; for the safety of employees, customers and others with reason to visit our campsite.

As a result, the following measures have been introduced and we expect all guests to accept and follow these measures during their stay. We do not believe this will have any adverse impact on your use or enjoyment of the campsite and facilities. However it is highly likely that there will be increased delays when using the toilet and washroom facilities during commonly accepted peak use periods.

You should come prepared to do things a little differently; that keep you safe and help you avoid spending an unnecessary amount of time in places where there will be groups of people.

Please consider when deciding if you wish to use the facilities that these are unattended facilities cleaned and checked by us 4 times a day. Internal space is limited and social distancing is difficult so stay alert, help reduce the risk, kill the virus.

This information supersedes information on our website; which we are currently updating to align with these changes.

From Monday 14th September 2020:

- If you have a booking for more than 6 persons then you will need to either cancel it or reduce the number of people to 6 or less.
- We cannot accept more than 1 booking from the same email address if the total number of people booked using that email address is for more than 6 persons.
- When you are here if you know other guests, who are not listed on your booking, then you cannot socialize with them if the total group size exceeds 6 persons.
- If you know other guests staying here and the total group size is 6 persons or less then you must follow social distancing rules and stay at least 1m away from any person outside your family or 'social bubble' when socializing.
- You are required to provide us with the full names and ages of all persons listed on your booking.
- Day visitors ARE NOT PERMITTED unless you pre-register them and pay for their visit.
- When entering any of the campsite's buildings you are required to sanitize your hands to wear a face mask.
- Each building has a notice outside advising how many people are allowed into that building at any one time – please follow this guidance.

**Mid Season - Office/shop opening hours to 3<sup>rd</sup> October**

Monday to Thursday, Saturday and Sunday 9am to 6pm

Friday 9am to 7pm

### **On arrival**

Only a limited number of people will be allowed into the reception/shop at any one time.

If there is a queue please join it and stand at least 1m apart.

When entering any of our facility buildings – you must sanitize your hands and wear a facemask that covers your mouth and nose.

For check-in have your Booking Ref, Vehicle Registration and choice of payment ready. We only accept debit cards and cash. We do not accept credit cards.

The lower part of the camping field is a designated quiet zone – no loud noise or music!

### **Day visitors (DV) 10am to 8pm only**

Day visitors are only permitted subject to available space.

You must pre-book DV before you arrive at the campsite; the appropriate charge will be added to your booking.

If DV they have not been pre-booked by you they will not be allowed to visit.

On arrival DV must check-in at reception.

DV vehicles are not allowed onto the camping field.

### **During your stay**

We do not operate a pitch system for anyone that does not have an electric pitch booked. This means you can set up anywhere on the camping field that is designated as a non-electric pitch area.

If you are camping with other friends/family then you should leave at least a 3m distance between tents.

You must follow government social distancing guidelines; currently this is at least 1m.

If you show any Covid-19 symptoms during your stay please call NHS 111.

### **Washrooms & toilets**

Our washroom toilets and shower facilities will be open but you must use hand sanitizer before entering; hand sanitizer is provided outside all our washroom buildings.

Only a limited number of people will be allowed into the facilities at any one time.

If there is a queue please join it and stand at least 1m apart until you can safely enter.

Try to avoid using the washrooms to do things that you could easily do at your own tent such as brushing teeth, flannel washing and applying makeup. This will help reduce queuing times.

### **Portable-loos and showers**

Guests are welcome to bring their own portable toilet and showers. We have a central waste disposal point that is locked; access code available at reception.

### **Electric pitch (EHU) bookings**

Only 1 unit is permitted on an electric pitch; a unit is 1 x tent, campervan or caravan.

Your unit should be set up on the left side of the pitch area, as you look at it standing in front of the pitch; guidance will be provided on check-in.

You will have 2hrs to unload your vehicle and set up; your vehicle must then be returned to the car park for the duration of your stay.

There is a no camping zone approximately 15m in front of all electrical pitches.

If you have more than 1 unit it must be set up outside no camping zone (in special circumstances we may be able to make an exception to this rule; please call to discuss)

If you are staying with other families/friends who do not have an EHU they must set up outside the no camping zone.

### **Indoor accommodation**

No more than 2 households and 6 persons can share an accommodation unit.

We have removed all but the most essential items of furniture.

There will be at least 24hrs between any bookings.

Each single bed has a duvet and pillow only; you must bring your own bed linen and towels.

### **Washing-up**

There are 2 areas for washing-up. The communal sinks will be available for you to use but we have designated 1 sink just for guests to fill up their own washing-up bowl. This will allow you do washing-up away from other guests and speed up the amount of time spent at the sinks. We highly recommend that you bring a washing-up bowl with you.

### **Rubbish disposal**

We have 2 rubbish disposal points with multiple general waste bins, our recycling bins are near reception. Please try to keep your site rubbish to a minimum and double bag all rubbish before putting it into the bins. If you need to open a bin to put your rubbish in it then *we highly recommend you wear disposable gloves, keeping surface contact to a minimum.*

### **Beach gate**

Access to the beach will no longer be available via our beach gate. To access the beach guests will need to use the public footpath located at the campsite entrance.

### **Freezer block freezing (FBF)**

We are not able to offer our free FBF facility outside reception. However, subject to availability, you will be able to buy bags of ice.

### **Sitting in reception**

Due to the restrictions on how many guests can be in reception at any one time guests will not be allowed to sit or wait in reception.

### **Village shops and pubs**

The newsagents and butchers are open for business as usual. However we cannot confirm if all 3 pubs in the village will be open during your stay. We understand the Zetland Arms on the beach is opening but we recommend that you contact all 3 pubs separately to see what service they are offering. Google, pubs in Kingsdown.

### **General rules and reminders**

No arrivals outside of office opening hours (please note these are seasonally variable)

No dogs

No commercial vehicles or sign written vehicles; unless by prior arrangement

Vehicles on the camping field must not be left parked facing up or down any slope. Always park across the slope, leaving the vehicle in gear with the hand brake on. Do not leave children unattended in your vehicle.

The lower part of the camping field is a designated quiet zone.

Loud music, disruptive noise and behaviour is totally unacceptable. All music and or generators must be turned off by 10pm)

Departure is before 12pm, please leave your pitch area clean and tidy.

Please contact us if you have any further questions.

Kingsdown Camping