**Fields End Water’s Covid 19 Policy.**

**ALL ARRIVALS:**

For your safety, our safety and for the smooth running of the park, it is important you read, remember, and practice our requests.

On arrival, we request that only the passenger in the car/motorhome gets out to check in, obviously if travelling alone this does not apply to you. The passenger is only to get out of the vehicle when it is their turn to check in, if there is a queue, please stay in vehicle and move forward as and when you can until your turn to check in.

It goes without saying, please be sensible and do not come to Fields End Water, if you have had any of the Covid 19 symptoms, (new persistent dry cough, temperature, flu like symptoms) in the last 14 days before arrival. Anyone who has the symptoms while on-site, please inform a member of staff immediately, self-isolate in their unit, and seek guidance from NHS 111.

We are only allowing 4 customers in the reception at any one time, so we can all stay 1 meter+ apart, please check on space before entering and follow sign and procedure at the reception steps.

There are hand sanitisers, in blue dispensers outside each building on the park, please use them.

We will be encouraging social distancing with posters around the park, we will insist that units are parked in the middle of the pitch, to maximise distance from other guests.

Fishing will be open as normal, only guests from the same unit can share a swim.

The café will be open for take away services and limited in house dining.

The toilet in reception will be for staff only.

When the facilities do open (potentially 17th May 2021), we will be cleaning them to the government’s guidelines.

Sorry we can’t except any visitors to site during this pandemic, strictly residents only.

**CARAVAN & MOTORHOME ARRIVALS:**

**Payment:** Is due 5 days before your arrival (please see link on the email) ideally we would like you to pay online, if you really cannot pay online, then please call in. This cuts down check in time and contact between staff and guests. We have erected a screen in reception to protect both parties too.

Please have a £10 note ready if you would like a barrier card.

The Elson waste system will be open for black waste only, please wash hands immediately after using it. Grey waste is to go to the drains at you pitches or under taps in areas of the park where you do not have a drain at your pitch. Please observe the one way system.

**LODGE & POD ARRIVALS:**

We have had to change the check-out time to **9am** for the time being, so we get extra time to clean the lodges according to the government standards that have been put in place at the time, please see that this is for your own good, to know that they have been cleaned properly before you arrive.