

Amended conditions for Burrowhayes Farm Caravan Holiday Home Hire in wake of covid-19.

- (1) If any member of your household/family develop symptoms of covid-19 within 14 days of your arrival date, you must phone to CANCEL your holiday.
- (2) If symptoms develop while here, you must report it to reception. We shall talk you through the course of action to be taken.
- (3) To help us with changeovers, we are amending times for arrivals and departures. PLEASE PLEASE adhere to **4pm ARRIVAL 9am DEPARTURE**. On arrival please report to reception, through the window hatch if open. On departure, it is of paramount importance that you leave your caravan in a clean condition. Do not leave any personal belongings, as these will be destroyed, or food from meals and dirty pots for us to clear. Please wipe all hard surfaces before you leave, leave all windows OPEN and leave your caravan keys on the kitchen worktop, where you will find them on your arrival.
- (4) We will uphold our usual high standard of cleanliness and will be training our staff to sanitise each caravan between lets to the best of our ability. Crockery and cutlery will all be checked but we strongly recommend that you wash again before you begin your holiday.
- (5) Settling your balance can be done at reception, preferably by card OR over the phone in shop hours from home or your caravan.
- (6) **Please bring your own bedding with you. Not just sheets & pillow cases, but your duvets, and pillows as well.**
- (7) Whilst here, we ask you to follow the well-publicised guidelines of social distancing, hand washing and general hygiene. Please use your own caravan facilities, leaving the communal toilet and shower areas for other guests on site. You must NOT share your caravan facilities with guests from other caravans or tents. Gatherings of more than 2 families must not be held. Please bring hand-sanitiser with you to use on a regular basis. Hand sanitiser dispensers are being installed at all entrances to our facilities.
- (8) The shop will not be stocked to our usual standard. Fresh milk, bread and newspapers will continue to be delivered daily. Only 2 people will be allowed in the shop at one time, and just one person in the laundry room. If you find you need to use the communal block of facilities, only enter if there is at least one toilet cubicle door open. If all closed, please wait and queue as shown. A one-way system will be in operation. Just 3 sinks will be in operation at any one time in the "pot-wash".
- (9) Please report any breakages, faulty equipment, and lighting as they happen and not just on departure. Call us from your mobile if you wish.
- (10) **It is with much regret that the Riding Stables will remain closed so there will be no pony rides or trekking available. Safety measures would have to be compromised to ensure social distancing.**

By continuing with your holiday we understand that you are happy with the amended conditions set out above and that you cannot hold us responsible if you or a member of your family develop symptoms of covid-19 or fall ill during or after your holiday.

The safety and wellbeing of our staff, our visitors and the local community will always be our top priority.

Julian & Marion Dascombe June 27th 2020