

Information for all guests staying at Old Oaks (Covid19)*

Guests should not travel to the park if they or anyone in their household has COVID-19 symptoms.

Duty phone: 07910 505066

* Info subject to change at any time.
This version correct at
25th July

Pre-arrival procedures

- You will receive a balance reminder email 15 days before arrival. Balances should be paid via the link in the email. This applies to **all guests** and will mean that check in can be contactless to protect guests and staff.
- Approx 5 days before arrival, you'll receive another email which will contain lots of information and documents for you to print at home. Please see our [digital downloads](#) page for all of this information. Also see this important document - [what guests can expect](#).
- You will be asked to confirm that you don't have any of the known symptoms of Covid19. **Please, please** do not come if there is any chance you may have the virus
- New Click and Collect app. This will enable all food/drinks/fishing/gas/household/camping essentials, etc to be ordered in advance or whilst at the park, without the need for person to person contact. We encourage you to download it to your phones / tablets etc to see how it works.
- To download the app:
 - Search for HOPT on your phone or tablet. Download.
 - Open the app and type Old Oaks into the search bar
 - Click order now and you're good to go
 - You can search for items you need from the 'product search' bar at the top
 - Complete sale.
 - Orders can be made in advance or whilst on the park
 - NB Bakery bread is not available on Sundays and must be ordered by 4pm the previous day. Croissants are available every day and should be ordered by 4pm for next day

Arrivals procedures ~ touring

- There may be changes to the time that caravanners and motorhomers can arrive, to reduce bottlenecks and tailbacks on the driveway. You will be informed by email 48 hours before arrival.
 - ◇ Arrive at entrance as usual
 - ◇ Wait in your vehicle before the security barrier (about 1 metre back from the white line, so that the barrier does not open)
 - ◇ Storage customers may enter the park, **no earlier than 2pm**, but ONLY if they have had their pitch number confirmed prior to arrival (should be in the email)
 - ◇ Text our duty phone number 07910 505066 to let us know you're here (not storage)
 - ◇ Warden will take you to your pitch or accommodation in a socially distanced manner

Arrivals procedures - glamping

- Glamping **arrival times will change** to 3pm for glamping cabins and 4pm for shepherd huts and cedar lodges. This will enable more time for thorough cleaning and disinfection procedures between guests. If you do arrive before this time, we will ask you to wait in your vehicle in the

car park, until your accommodation is ready

- ◇ Arrive at entrance and proceed to the car park opposite reception
- ◇ Wait in your vehicle
- ◇ Text our duty phone number 07910 505066 to let us know you're here
- ◇ Warden will take you to accommodation in a socially distanced manner

Changes to glamping accommodation

- Bedding ~ to reduce the risk of potential infection, we strongly recommend that glamping guests bring their own bed linen. In all cases, your linen will be available in sealed bags, within your accommodation (this will mean beds are not made up, which is a real shame) so that you know it is clean and not touched by others. The requirements for each accommodation are:
 - ◇ **Glamping Cabins** ~ we usually provide a blanket and cushions, but are not able to at this time. We will provide your sheet and mattress protector. As usual, please bring your duvet, pillows and towels. Blankets for sitting outside in the evening would be useful.
 - ◇ **Shepherd Huts** ~ if providing your own linen*, you will need:
 - ◇ Double cover
 - ◇ Double sheet
 - ◇ Pillow cases
 - ◇ Blankets if desired, for the evenings outside
 - ◇ Mattress protector will be left on the mattress
 - ◇ Towels and tea towel (these will not be available in the linen pack)
 - ◇ **Cedar Lodges** ~ if providing your own linen*, you will need:
 - ◇ Kingsize duvet cover
 - ◇ Kingsize sheet
 - ◇ 4 pillow cases
 - ◇ Blankets if desired, for the evenings outside
 - ◇ Mattress protector will be left on the mattress
 - ◇ Towels and tea towel (these will not be available in the linen pack)

Where Old Oaks linen is used, please remove it all and place it in the black bin bag provided

*** £10 credit off a future stay (lodges and shepherd huts only) if you are able to provide ALL of your own linen, ie do not open the bedding packs. Once open, all items will require deep cleaning.**

- **Inventory changes:**

- ◇ Some non-essential items, will be removed. All essentials will remain
- ◇ Disposable cloths for your own personal use. Please dispose in bin on departure

Other changes

- ◇ Accommodation keys will be sanitised and provided in an envelope with your wifi code on arrival (premium wifi is for shepherd huts and lodges only).
- ◇ Keys to be deposited in the new drop box outside reception on departure

All guests are requested to leave windows open and on the latch on departure (weather permitting).

What we're doing to reduce the spread of infection

- Enhanced and more frequent cleaning regime
- Measures to reduce as much person to person contact as possible
- Plenty of hand sanitiser around the park
- Removal of some items to reduce spread - benches, cleaning cloths, dog poo bags, other items
- Glamping accommodation disinfected using fogging machine between guests
- Additional signage to remind guests to respect social distancing at all times
- **As of 24th July, we will not be able to permit guests into our shop and reception entrance unless they are wearing a face covering. This is in line with mandatory government legislations.**

What guests can do

- Enjoy their caravan/accommodation and the area of their pitch and public footpaths/ cycle routes through and around the park
- Walk freely on the park, at all times observing social distance from other park users and staff
- Bring soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser, tea towels (glamping) – just to be on the safe side
- Support our local community and businesses by downloading our Click and Collect app (HOPT).
- Pre-order food boxes and local supplies from our shop, which can be collected at the park
- Use our food takeaway services and food vans at the park* ([print order forms](#) and menus at home) to reduce reliance on and congestion in, local outlets
- Place takeaway orders via email info@theoldoaks.co.uk. Or take your paper orders to reception. Payments can be made via contactless card app at reception or via an online payment link (at your request)
- Talk to any of our park team but always observe social distance
- Please, at all times, show consideration and respect for our local community and observe social distancing

Please do not

- Meet or gather with friends in a large social group, in line with current government guidelines
- Invite or entertain visitors from outside the park
- Allow people from outside your household into your accommodation (or in accordance with latest guidelines)

On departure, please (glamping):

- Leave windows open on the latch (unless it is very windy / rainy)
- Place any used sheets, pillowcases and duvet covers in the bags provided
- Drop your key back into the key drop box outside reception
- Inform us (electronically or by phone) if you are experiencing symptoms when you return home so that we can take any necessary steps

Your responsibilities

- Please do not visit us if you or any member of your household have Covid19 symptoms
- Please respect social distance in all contacts inside and outside the park
- Wear a face covering every time you visit the shop or reception (mandatory)
- Please show consideration to our local community. Local relationships are important to us and some are understandably apprehensive about the potential impacts of returning visitors
- No social gatherings of more than the current recommended number
- We **strongly** urge guests to use the facilities in their own units wherever possible to reduce the risks of virus spread
- No visitors will be allowed access to the park at any time, until further notice
- Our team are our most precious asset, without whom the park will need to close, so please do refrain from prolonged interactions, so that everyone can feel safe and remain healthy
- If you feel unwell at any time, with symptoms of Covid19, you must leave the park immediately, without interacting with anyone else. You should then contact the park as soon as possible to let us know

Changes to facilities on offer

At the time of writing, the following facilities with either not be available, or will be reduced:

- 50% of toilets and showers **will be open**. We have reduced them to a manageable number to enable more frequent and robust cleaning regime.
- Dishwashing - available at both blocks
- Dog shower - available, but we are not providing the dog pool until further notice
- Fridge, freezers and benches around the park - not available
- Fishing - available. Tickets can be purchased via the Click & Collect app (HOPT)
- Washing machines / Dryers - available at Orchard block
- Tourist information / TV lounge / pool table / book exchange - closed until further notice
 - ◇ Reception (one person at a time, at all times):
 - ◇ Open for essential enquiries only. Reduced hours. 9am to 6pm. Lunch 12 noon to 12.30pm
 - ◇ Possibly closed at other times dependent on staffing requirements / illness etc
 - ◇ Online bookings are suggested. Or if you have lots of bookings, please email your enquiries to info@theoldoaks.co.uk
 - ◇ Other enquiries to be made by telephone, email or text to **duty phone: 07910 505066**
- Shop:
 - ◇ Click and collect system. Download the Hopt app and search for Old Oaks. Use the search bar to find products you want. We suggest pre-ordering the day before arrival
 - ◇ Newspapers will not be available. Cakes will be available
- Takeaway food services - 5 nights a week
- Wood-fired pizza van (new supplier) - will be available on Tues & alternate Thurs
- Gourmet burger van - Fridays