

## COVID Statement and Guidance (COVID-19) For all bookings between 12<sup>th</sup> April and 19<sup>th</sup> July 2021

We hope you thoroughly enjoy your upcoming stay at Mill Park, we wish you a warm welcome as we have sorely missed having Guests onsite with us. Camping and visiting North Devon during COVID is sure to be a new experience for everyone involved and we are doing everything we can to make your stay with us as safe and enjoyable as possible.

Mill Park has taken into account the guidance issued from; Government, our industry body the BH&HPA and Visit Britain in completing our Risk Assessments and implementing the procedural changes to reopen Mill Park as safely as possible during COVID. Mill Park is registered with the government “COVID Secure”, the Visit Britain “Good to Go”, the AA “COVID Confident” schemes.

**Staying COVID-19 Secure in 2020**

We confirm we have complied with the government's guidance on managing the risk of COVID-19

**FIVE STEPS TO SAFER WORKING TOGETHER**

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**



### What Facilities at Mill Park are impacted due to COVID?

Pretty much everything is impacted in some way by the COVID guidance. Please read the information relating to each facility in this document in conjunction with either the; “Glamping Information During COVID”, or, “General Park Information During COVID” documents to see how this may impact your usual camping experience at Mill Park.

**Step 2** – not before **12<sup>th</sup> April** – **Open** to “self contained” Touring Caravans and Motorhome. This excludes guests wanting to use Tents, Campervans without onboard facilities or use Glamping units, guests must be from a single household.

- Children’s Outdoor Play Area **Open**
- Shop **Open**
- Fishing Lake **Open**
- Communal Toilets/Showers to remain **Closed**
- Laundry & Washup Facilities **Closed**
- Bent Peg Bar/Restaurant **Closed**

**Step 3** – not before **17<sup>th</sup> May** – Open to all Touring Guests.

- Children’s Outdoor Play Area **Open**
- Shop **Open**
- Fishing Lake **Open**
- Communal Showers and Toilets **Open**
- Laundry and Washup Facilities **Open**
- Bent Peg Bar/Restaurant **Open** with Rule of Six/2 households per table – seated only with table service

- Indoor Games Room **Closed**

#### Step 4 – not before 19<sup>th</sup> July


- Children’s Outdoor Play Area **Open**
- Shop **Open**
- Fishing Lake **Open**
- Communal Showers and Toilets **Open**
- Laundry and Washup Facilities **Open**
- Bent Peg Bar/Restaurant **Open** (no restrictions)

#### What are the key areas to “be aware” of whilst camping during COVID?

- Gatherings and socialising
- Touch Points – Hand washing/Sanitisation
- Pinch points or congestion at shared facilities doorways or steps
- Advance booking of tables / attractions (local Pubs and Restaurants)
- Local Community and busy attractions
- Queueing & Patience

#### COVID 19 and Camping – The Law

If you or anyone in your group are experiencing COVID 19 symptom’s DO NOT TRAVEL to Mill Park, stay at home, self isolate and contact NHS 111 for advice. Symptoms include; high temperature, new consistent cough, loss or change of taste or smell.



**Do not leave home if you or someone you live with has any of the following:**

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

[Check the NHS website if you have symptoms](#)

If you or anyone in your group has been contacted by NHS Track and Trace and advised to self isolate, they should not travel to Mill Park. If you or anyone in your group is contacted by NHS Track and Trace whilst you are at Mill Park the members of your booking should leave immediately and return home to self isolate.

If you experience COVID19 symptoms whilst you are at Mill Park, you and your group should; immediately go to your accommodation and self isolate, close your doors, open your windows, contact NHS 111 for advice and testing, contact Mill Park on 01271 882647 for support. Your group members must not leave your accommodation (unless you are leaving to travel home) or use any shared facilities until you receive your test results. Mill Park staff will support you whilst you are awaiting your test results. You must ensure that you leave Mill Park before you become too unwell to travel. You should make arrangements for your group to return home (not using public transport), avoiding contact with other people, as soon as possible.

#### Observe COVID-19 Social Distancing Guidelines

##### Bookings between 12<sup>th</sup> April and 17<sup>th</sup> May (expected dates)

- Indoor gathering limited to within your household only and at your own pitch (Bent Peg will be closed, Shop will be limited to 3 people at same time, wash blocks and laundry closed). “Indoor” whilst camping includes; caravans, motorhomes, awnings.
- Outdoor gatherings should only be occurring in groups of up to two households (or support bubbles)- up to maximum of 6 people

##### Bookings between 17<sup>th</sup> May and 19<sup>th</sup> July (expected dates)

- Indoor gatherings, including in The Bent Peg, should only be occurring in groups of up to two households (including support bubbles) – up to max 6 people. “Indoor” whilst camping includes; caravans, motorhomes, awnings or tents.
- Outdoor gatherings – normal park limit of no more than 12 people gathered on any one pitch at any time.

**Gatherings on Pitches**

Complying with Social Distancing Guidelines is key to providing a safe camping experience for all of our Guests and Staff. Each individual pitch booking is being treated as a “household” for the interpretation of the official guidance. Guests should remain at least 2m apart from other Guests visiting their pitch that are from other Pitches/Households. Guests sitting on a pitch should remain at least 2m apart from their neighbours.

**Children** - Children under 12 must be accompanied and supervised at all times whilst on Mill Park to ensure Social Distancing Guidelines are complied with. Children over 12 should be made aware of Social Distancing Guidelines, the parents remain responsible for their children’s behaviour whilst on Mill Park.

**Gazebo’s**

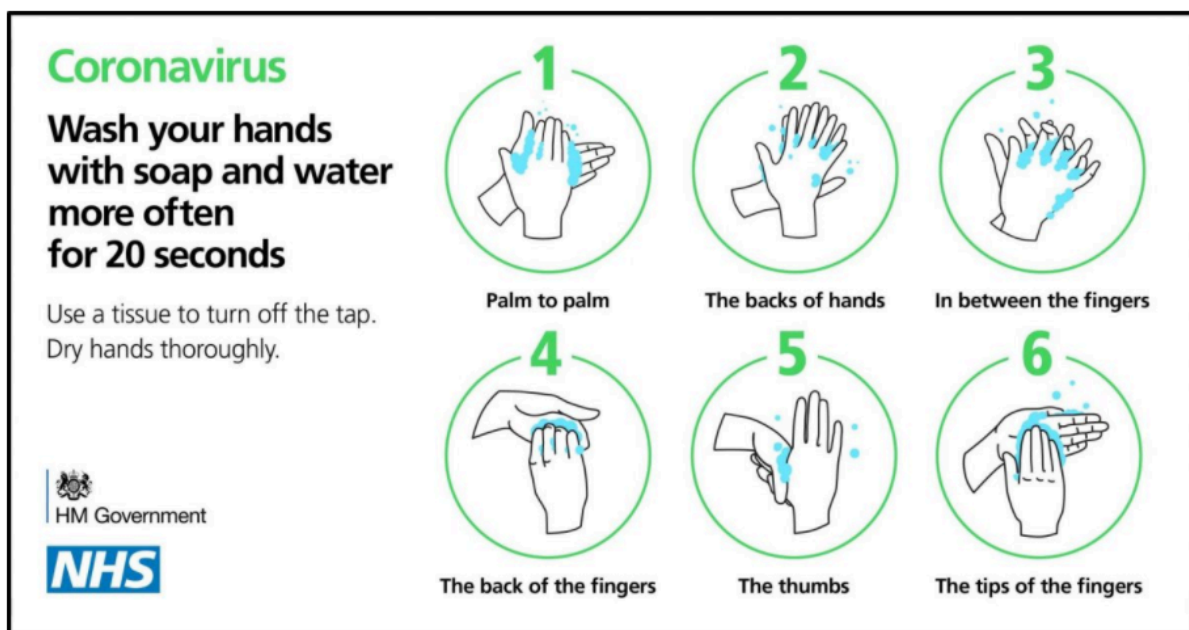
The use of Gazebo’s is permitted on Mill Park – however please note the following restrictions to their use. Gazebos must be erected so that they are at least 1.5m inside the pitch boundary. Do not erect your gazebo in a way that “spans” your neighbours pitch, even if you are part of a group booking or holidaying with friends/family that are staying on a neighbouring pitch.

**Contactless Check in and pitch allocation**

Use the Online Check-In within 24hours of your arrival date to be allocated your pitch /unit and provided with a Site Map. If you are unable to use the Online Check-In, ring the Reception upon arriving at the entrance to Mill Park for a contactless Telephone Check-In and pitch / unit allocation. Signage will direct you where to wait while you perform your Telephone Check In.

**General Advice**

- Be considerate of other Guests at Mill Park and maintain Social Distancing.
- Please respect pitch boundaries, walk around other Guest’s pitches and do not cut across them.
- Use the hand sanitiser stations when entering buildings.
- “Give Way” to people leaving buildings, or people climbing stairs.
- Give people plenty of space when entering / exit buildings.
- Regularly wash your hands or use Hand Sanitiser.



## Toilets and Showers

The Toilet and Shower facilities at Mill Park have always been kept meticulously clean. Additional cleaning routines and antiviral protection measures have been introduced that will mean the cleaning procedure takes a little longer. Several of the sinks have been deactivated to comply with Social Distancing Guidelines. The doors to the facilities have been hooked back to improve ventilation, please do not unhook them.

- The Shower blocks are cleaned frequently at the same times each day, with additional touch point cleans throughout the day. During the main cleans the facilities are closed to enable the staff to clean within Social Distance Guidelines. Avoid visiting the facilities during the closed cleaning times listed below. Please use the other facilities or the other shower blocks during the cleaning times.
  - Top Shower Block Ladies 06:30 – 07:10 & 15:30 – 16:00
  - Top Shower Block Gents 07:10 – 07:50 & 16:00 – 16:30
  - Bottom Shower Block Ladies 08:00 – 08:40 & 16:40 – 17:10
  - Bottom Shower Block Gents 08:40 - 09:30 & 17:10 – 17:40
- There is a Hand Sanitiser station located by the entrance/exit of each facility, please use them.
- If there is no queue outside the facilities proceed directly inside, if the toilets, showers or sinks that you are wanting to use are in use then exit the facilities and start a queue outside at the queue markers.
- If you are queuing outside operate on a “One in/One” out basis.
- If you have your own onboard shower and toilet facilities, consider using these in place of the shared facilities.
- Try to reduce your time in the shared facilities by performing; teeth washing, shaving, hair drying, etc at your pitch.
- Try to use the shared facilities (Toilets, Showers, Laundry, Washup, Shop) outside of busy times.
- Be patient when queueing to access facilities and use the queue spacing markers to maintain Social Distancing, or come back when its quieter.
- When visiting the shared facilities for showering try to go as a same sex family group.

**The Bent Peg Bar.**

- The Bent Peg Bar serves food and drinks from 5pm every day, except Sundays and Monday.
- We do not operate a table booking system, but are providing table service. Please just grab a table on arrival at the bar and one of our friendly staff will come along to take your order.
- Takeaway (food and drinks) are available for collection from the Bent Peg Bar by ordering online on the Mill Park website [www.millpark.com/online](http://www.millpark.com/online) Last Orders for Takeaway food and drinks is 9pm
- Guests can order food and drinks at their tables from the wait staff or by ordering online via the Mill Park Website – [www.millpark.com/online](http://www.millpark.com/online)
- Guests using Outside tables must observe the Mill Park Quiet Time from 11pm onwards.
- Drinks are served in sealed bottles or containers for Takeaway
- Condiments are available for Food orders in sachets, please request your condiments when ordering.

**The Shop**

The Shop is open between 8am and 6pm each day (Sunday 9am – 1pm), please observe Social Distance Guidelines whilst; queueing to enter or queueing for the till. Queueing markers have been placed on the floor for your convenience and a One-Way system is in place.

- Maximum occupancy is 3 Guests at any one time including accompanied children.
- Please do not handle goods unless you intend to purchase them.
- If you take a leaflet from the tourist information display and subsequently don't want it please place it in the bin, do not return it to the display stands.
- Please pre-order items where possible to speed up your interactions in the shop and to avoid disappointment.
- Please pay for your goods using contactless if possible.
- Please keep young children under control whilst in the Shop.

**Reception**

All Reception services, assistance, queries operate via telephone 01271 882647 option 2. The Site Wardens are available 24hrs a day on 01271 882647 option 3