

COVID-19 POLICY STATEMENT

The health and well being of our guests, team and the local community is paramount to us.

For your peace of mind we are working hard to ensure that your holiday here is safe. We are adhering to the Scottish Government guidelines on Covid-19 as closely as possible.

Our success in keeping the park Covid secure will rely on everyone doing their bit to adhere to our new policies and guidance whilst staying with us.

To achieve this we would respectfully ask the following;

- Only travel here if you and all family members are well enough to do so and are not experiencing any of the recognisable Covid-19 symptoms such as high temperature, new persistent cough or loss of taste or smell.
- If you or any family member have been identified in the Test & Protect scheme you should isolate at home.
- We advise you to check the Scottish Government web-site for the most up to date information on;

www.gov.scot/publications/coronavirus-covid-19-guidance-for-consumers

THE LOCAL COMMUNITY

We urge everyone to show consideration please to the Kintyre community.

We politely ask you to respect social distance in all contacts outside the park.

Local relationships are important to us all and some are understandably apprehensive about the potential impacts of returning visitors.

They will need reassurance, this will be demonstrated by your thoughtfulness and awareness during your visit.

CLEANING & HYGIENE

We have enhanced our already high standards of cleaning throughout your holiday home and the park.

Some of the enhanced measures which will be undertaken during “changeover” are as follows

- A two part clean and disinfect process using medical grade anti-viral disinfectant and full “fogging” of the accommodation.
- Increased ventilation where possible during the cleaning process.
- All cutlery, crockery and glassware will be sanitised at high temperature.
- Some non-essential items including welcome packs, cushions, ornaments, books and tourist information have been removed.
- Wipeable waterproof mattress protectors have been fitted to each bed and will be cleaned and disinfected before and after your stay.

Our team members are all fully prepared for these additional standards and will be wearing masks (where necessary), disposable aprons and gloves during the process.

We will be following every guideline as set out by the ASSC, BH&HPA and Scottish government.

ARRIVAL, DURING YOUR STAY & DEPARTURE

Checking In and Checking Out

We are required to work with the Track & Trace system and keep a register of who is on the park at any one time in case there is an outbreak of COVID-19. This includes names, contact details and dates of when on the park for everyone staying in your holiday accommodation. Please let us know this information in advance, when you arrive on the park, and then again confirm who is leaving, when going off park to return home. (E-mail us; info@peninver-sands.com)

When restrictions ease a little more and you are allowed visitors or guests who do not live in the same household as you, we will require this information for them as well – even if they are just visiting your holiday accommodation for the day.

To allow the extra time required to carry out our enhanced cleaning regimes we have set a new **ARRIVAL TIME OF 5pm and a DEPARTURE TIME OF 9.30am**

We will advise you, by e-mail before your arrival, your caravan number and location on the park. Please go straight to it. It will be unlocked, ventilated (if weather conditions are suitable) and the keys will be inside.

No-one will have been inside the caravan since the cleaning/fogging process.

As usual, we supply pillows and duvets with fitted covers.

YOU ARE REQUIRED TO BRING YOUR OWN TOWELS, DISH TOWELS & SHEETS FOR EACH BED TO BE USED.

Social Distancing

Signage will be installed encouraging guests to maintain social distancing on and around the park, at all times.

While the Government's social distancing measures remain, there will be no visitors to guests holiday accommodation (friends, extended family, etc.) – this includes family members or friends who may be staying in another accommodation unit - and only immediate family, who stay in the same household as our guests or who have joined the same household under the Government extended family support scheme, can stay in the holiday accommodation at Peninver Sands.

Feeling Unwell While on Holiday with Us

We hope you enjoy your holiday with us and remain fit and well throughout, however, if you do start to feel unwell and have or suspect you are having symptoms of COVID-19, please inform reception of this immediately.

You should immediately self isolate in the holiday accommodation and request a test by calling NHS 111. If you are confirmed to have COVID-19, you should inform reception of this immediately and return home if possible using private transport and not stopping anywhere on the journey. **Unfortunately, in these circumstances, we are unable to refund the price of your holiday.**

If you cannot reasonably return home (for example if you are not well enough to travel or do not have the means to arrange transport) you should inform us of this immediately and discuss your circumstances with an appropriate health care professional and, if necessary, the Local Authority.

Other guests in the same unit should self isolate in the holiday accommodation. If the diagnosis is then confirmed, they should also return home for any remaining part of their 7 day isolation period, subject to them being able to do so safely.

If you cannot reasonably return home, this will obviously have a knock on effect to the next bookings in your accommodation unit meaning that we might have to cancel other holiday bookings at short notice.

If we have other empty accommodation that we can move our next bookings into, **guests will only be charged for the additional nights they stay on the park.**

If we are fully booked and do not have any other accommodation to move our next bookings to, **guests will be charged for any bookings we need to cancel due to them self isolating.**

Guests should follow Government Guidance on dealing with possible or confirmed COVID-19 cases. Once you (and if appropriate other guests/family in the accommodation unit) have finished the required self isolation period and are no longer symptomatic, you should return to your main residence and continue to follow the Government Guidance on self isolation, household isolation and social distancing.

We respectfully ask you and all family to adhere to all social distancing measures in place at the time of your visit both within the park and in the local community.

On departure day please;

- Ensure you have removed all personal items from the caravan including food stuffs, toilet rolls and your own sheets.
- Please remove our duvet covers & pillow cases and place in the black plastic bags which can found in the wardrobe. Please tie/seal the bags and leave outside the caravan.
- Please empty your waste bin and take the waste to the central refuse disposal area.
- Please open all windows (if the weather is dry)
- Please leave keys within the caravan.
- Please advise us by e-mail (info@peninver-sands.com) of your departure and confirm that no family member has shown any signs of COVID-19 during your stay.

We are continually monitoring Government Guidance and will update our policy and measures as and when required.

EMERGENCY CONTACTS;

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