

## *Be Confident with our COVID Secure Commitment*

*Please see below how we have changed some of our procedures at Huntly Castle Caravan Park to ensure we keep our customers and staff, safe and well whilst touring at our park.*

*We are all in this together and look forward to your support in respecting our COVID Secure protocol, helping both our staff and yourselves stay safe.*

*We have carried out a full risk assessment of our park to help shape our new procedures. We will be operating to COVID Secure guidelines as published by the Scottish government.*

*We have increased the rigor of cleaning, sanitising and disinfecting common areas.*

*We aim to provide a contactless arrival and departure process wherever possible.*

*Most, if not all of our common areas will be open with social distancing measures in place. This could include toilet blocks, laundry, water and waste points.*

### Arriving on site

On arrival at Huntly Castle Caravan Park you will notice a few changes.

We aim to provide a contactless arrival and departure process wherever possible, therefore please do not plan to pay in cash. If you have a gift voucher we will inform you of the procedure on arrival.

Check in will be by phone (from your car/outfit).

The phone number **07488276902** will be clearly displayed outside reception.

A member of staff will take payment (via the phone) and provide you with all the details you require.

If you are unable to check-in by phone, an alternative process will be advised upon your arrival.

The park map and information sheet will be outside reception so you know where to pitch.

### Pitching up

Please pitch your caravan/motorhome in the centre of the pitch with car to one side and awning to the other. This will ensure that social distancing rules are being met.

Upon arrival, a staff member will advise you of pitching options.

### Using the toilet block

As you would expect we've increased the rigor and frequency of cleaning and sanitising products, and enhanced regularity of disinfecting surfaces across all common areas.

A process will be in place to control the number of people in the facility at any one time in line with current guidelines.

If the facility has reached its capacity level, there will be a need to queue externally.

Please observe floor markings, which will indicate the appropriate social distancing requirements. Do not enter any narrow area unless it is clear you can pass to your destination.

### Using other communal facilities

Our other common facilities such as service points, laundry room, dishwashing/veg. prep area and waste water disposal will be limited to use by one family group at a time to meet social distancing requirements.

Should the facility be occupied or in use, there will be a need to queue externally.

Please observe the floor markings, which will indicate the appropriate social distancing requirements.

## Using social areas

A telephone 'order and collect' service for essential items such as LPG and toilet chemical will be available from a member of staff.

Grocery shopping can be delivered to a designated area on site, following direction from a staff member.

## What if I'm unwell on the park?

We really hope this doesn't happen but if you're staying on the park and feel unwell please follow the guidance below.

Go online to NHS 111

Call the park phone **07488276902** and let the member of staff know.

## Doing your bit on site

As the saying goes 'we are all in this together' and by respecting each other and the guidance provided by the Scottish government we can all stay safe and well.

Where possible, use your own onboard facilities to help manage demand levels for the toilet blocks.

Please be considerate of other peoples needs to access shared facilities by minimising your dwell time.

Keep to footpaths where possible and avoid shortcutting across pitches.

Always follow the current government guidance on-site and in the Huntly town and surrounding area.

Respect social distancing.

Regularly wash your hands for 20 seconds.

Limited social gatherings to a maximum of 8 people outside.

We are not currently allowing visitors on-site to meet with park patrons. We're sure that you will understand that this could increase the social distancing burden on staff and other guests during this particular time. We ask that you arrange to meet any visitors at an offsite location.

