

Holiday Makers – COVID 19 Information



We would like to **safely** welcome you to Stanwix Park.

In order to do this; the following rules and conditions **must be adhered** to at all times to protect us, yourselves and our staff.

First & Foremost:

- You must **NOT** travel to/stay on our park if you or anyone from your household has COVID-19 symptoms or have done within the last 14 days.
- If you currently reside in Scotland please follow the guidelines for your area
- Please adhere to all current Government social distancing rules on and around our park.
- Our preferred method of contact throughout your stay is via email enquiries@stanwix.com or alternatively please call us on 016973 32666 during office hours 7 days per week.
- Emergency/Out of hours contact number for your use is: **07596 383 015**

On Arrival:

- Check-In is **between 2PM & 8PM.**
- Upon entering the park please drive straight to your pitch.
- Please confirm your arrival via email enquires@stanwix.com or phone 016973 32666.
- Staff will be on hand on park to help with any immediate issues or alternatively please call one of the numbers above.

Do's & Don'ts:

- ❖ **Do** enjoy your stay with us and surrounding area as well as footpaths/cycle paths whilst on park.
- ❖ **Do** walk freely on the Park whilst adhering to social distancing at all times from other park users and our staff members.
- ❖ **Do** bring your own soap, hand gel, gloves, toilet roll, disinfectant etc as a precaution.
- ❖ **Do** bring any food/drink supplies with you – although your custom is very welcome in our local shops – they are small with a high demand.
- ❖ **Do** talk to our staff who can't wait to see you all but do always observe social distancing rules.
- ❖ **Do** contact NHS 111 if you feel unwell or develop COVID-19 symptoms, do not visit our local GP or hospitals.
- ❖ **Do** refrain from entering our Reception as much as possible.
- ❖ **Don't** meet or gather with friends in social groups of more than 6 outside.
- ❖ **Don't** invite or entertain visitors. Only the persons listed on your booking should occupy your unit
- ❖ **Don't** allow children to roam the park unsupervised.

Reporting Maintenance Issues

- ◆ If you require Maintenance to attend to your pitch at any point during your stay, we ask that you keep your distance. Our staff will be wearing PPE and will be taking required precautions, before and after any duties carried out.

On Departure:

- Check-Out is **11AM**.
- Please confirm your departure via email enquires@stanwix.com or phone 016973 32666. By doing so, this also confirms that none of your party have been unwell during your stay with us.

Reception

Open 9am – 5pm 7 days per week for telephone and email enquiries.

Face -to-face contact will only be available on Saturdays and Sundays, 10am – 12pm until 30th April.

If you do need to call into Reception, we ask one person only per group to queue – no children

Outdoor Bar (Accessible from Outside ONLY)

Weekends ONLY – 12pm – 6/7pm – weather dependent.

Laundry

Stanwix Park – 7 days – 9am – 6pm

Hylton Park – 7 days – 8am – 5pm

All other facilities remain closed at this time, including the toilet and shower facilities on our touring areas.

Additional Information

- **Please use hand sanitizer provided at entrances, exits and throughout**
- **Please take note of the one-way systems that are in place around the site and inside the complex.**
- **You must wear a face covering when inside the complex**
- **NHS Test and Trace Information should be provided where appropriate.**
- **Please use contactless card payments where possible.**

Consideration & Understanding:

- We ask you please to show respect and consideration to our local community by adhering to social distancing rules whilst off-park.

We thank you for your custom and wish you a safe and pleasant stay with us. 😊