

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.
- 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.
- ❖ **Don't** invite or entertain visitors.
- ❖ **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

Reception will be available 7 days per week 9am – 5pm, although our preferred communication method is via telephone or email. Please be patient when trying to contact us. We will endeavour to answer all voicemails and emails within 48 hours.

- Only one person per group to queue at reception – no children.

Track & Trace

We would like to take this opportunity to remind you that unless you are exempt or you are eating and drinking, it is a legal requirement to wear a face covering in all areas of the complex.

We have our own track and trace QR Code; which can be scanned using the NHS Track & Trace app. If you do not have access to the app on your phone, please ensure you fill in the paper form at Reception each day you enter the complex. Children must be accompanied by an adult in all areas of the complex.

The Indoor Swimming Pool

Open 7 days per week 10am – 5pm.

We are reserving the use for Holiday Makers and Tenants only.

- ❖ A telephone booking system will be in operation with 1-hour booking slots.
- ❖ All bookings **MUST** be made by telephone and not in person to minimize face to face contact.
- ❖ You can book up to 48 hours before your requested day. Swimming slots will be bookable via a direct line telephone number **07786 475 723** between the hours of 10am & 5pm only. **We will not respond to voicemails or messages.**
- ❖ There will be maximum of 30 people permitted per session.
- ❖ A maximum of 6 persons can be booked per person at any one time.
- ❖ All children under 16 years must be accompanied by an adult.
- ❖ You will enter via the main reception and then via the double doors just passed the normal pool entrance to poolside; please remove all outdoor footwear as you enter.
- ❖ Please come fully ready to swim and with minimal belongings (just a towel is ideal) as our lockers will not be in use.
- ❖ You will take any belongings and towels etc. with you onto poolside where you will be allocated a numbered area to place them.
- ❖ When leaving poolside, you will enter the changing rooms to change only using the cubicles provided.
- ❖ There will be no showers in use. We ask you to change as quickly as possible and use the shower facilities at your accommodation.
- ❖ You will exit by the normal pool exit door and then via the main reception.

At this time the Sauna, Steam Room, Spa Pool, Experience Showers, Heated Loungers, Foot Spas, Gym and Sunbed will all remain closed.

The Shop

Open July 7 days per week 9am – 2pm.

- We will endeavor to stock all essential items as well as some gifts & souvenirs however, please bear with us.

The Laundrette

Open 7 days per week 9am – 5pm

The Garden Café

Open 7 days per week:

Monday - 2pm – 8pm

Tuesday, Wednesday, Thursday – 12pm – 6pm

Friday – 2pm – 9pm

Saturday & Sunday - 10am - 9pm.

- **Take Away Service & Dine In Option Available.**
- A limited menu will be available as displayed at the venue – this will vary day to day.
- Enter via the main reception doors and exit via a different door which is clearly displayed in the cafe.
- Only 1 person to queue per order please.
- We have a limited number of tables for Dining-in. These are allocated on a first come first served basis.

The Bar Area

Open 7 days per week. Monday – Thursday 5pm – 10pm & Friday – Sunday 3pm – 10pm.

- ◆ You will enter through the main Reception and exit through the fire doors onto the touring field.
- ◆ There is a small outside seating area. (Dogs welcome in outside area only)
- ◆ The bar area has a closing time of 10:00pm, you must vacate the premises by this time.
- ◆ You **MUST** complete track & trace sign in prior to entering the bar.
- ◆ Please wear a face covering, this can be removed once you are seated.
- ◆ Children **MUST** be accompanied by an Adult at **ALL** times.
- ◆ When entering the bar, please locate an empty table. It is important you remain seated during your visit unless visiting the WC facilities.
- ◆ We will be operating table service **ONLY**. Please do not approach the bar to order.
- ◆ Please wait to be served, our team will take your order and deliver drinks to your table, contactless payment is preferred however we will still accept cash payments.

The Arcade (downstairs)

Open 7 days per week 10am – 10pm.

- Please use the hand sanitizer provided before and after playing each machine.
- All children under 16 years must be accompanied by an adult.

JJ's Bowl

Open 7 days per week – 12pm – 6pm.

- There will be a reduced number of lanes in use.
- There will be a reduced selection of bowling balls in use.
- Booking is advisable and should consist of no more than 2 households per lane.
- To book please visit the bowling alley, you can book up to 48 hours in advance
- You can also book up to 48 hours in advance via a direct line telephone number **07786 475 143** between the hours of 12pm & 6pm only. **We will not respond to voicemails or messages.**
- Please wear your own shoes - ideally clean training shoes. No open-toes, No high-heels, No flip-flops.
- A full cleaning regime will take place between lane users
- Prices to hire - £4.50 per person per game or £20.00 per hour
- Card payments preferable
- Children under 16 years must be supervised at all times
- Hand sanitizer will be readily available and should be used throughout your visit

Other facilities within the bowling alley:

- ◆ There will be hot and cold drinks available, with some alcohol beverages, and a small selection of confectionary including sweets, chocolate, crisps etc.
- ◆ Our seating area will be limited to allow for social distancing.
- ◆ 1 x Pool Table available – 50p per game, £1 deposit for equipment – which will be sanitized after each use.

The Arcade (upstairs)

Open 7 days per week 12pm - 6pm.

- Please use the hand sanitizer provided before and after playing each machine.
- All children under 16 years must be accompanied by an adult.

The Snooker Room

Open 7 days per week 12pm – 6pm

- Bookable at the bowling counter
- Prices to hire - £5 per hour, £10 deposit for the equipment – which will be sanitized along with the room after each use.
- Social distancing must be maintained with a maximum of 4 persons to occupy the room at any one time.
- Toilets will be accessible on the Gallery however, most of the furniture from this area has been removed.

Unfortunately, the Soft Play Area will remain closed until the Government Issue clear operational guidance.

There will be no Family Entertainment available as per Government restrictions.

The bike hire and tennis facilities are not available at this time.

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. ☺