



Hoburne

Holiday Home Ownership

COVID-19 Guidelines for Holiday home owners

We are in this together – Help us help you

- Stay at home if you or anyone you have been in regular contact with show any signs or symptoms of COVID-19.
- You must wear a face covering in all hospitality venues, except when eating or drinking.
- No individual groups larger than 6 from different households.
- Call reception with queries where possible.
- If you need to visit the reception desk, please try to do so alone.
- Display owner's car park passes in your vehicles at all times.
- Please understand that safety is paramount. We will be opening additional park facilities as and when it is safe to do so.
- Please be patient and understanding as we may need to limit access in certain areas of the park to ensure everyone's safety.
- No visitors, including other holiday homeowners, should access your accommodation.

No exceptions – We all have a responsibility

- Adhere to social distance across the entire park.
- Use all hand sanitiser and wash stations where directed.
- Please comply with all directional signage on park and within the main facilities.
- Please be patient if asked to queue.
- All payments/queries to be done over the phone and not at reception where possible.
- Please use contactless payment where possible.
- For maintenance issues, please call reception.
- Help us to keep the park clean and tidy as we may have departments that are not up to full strength in numbers.
- Follow all park rules as normal.
- Please be patient and understanding with our teams.
- Abusive behaviour will not be tolerated, any abusive behaviour will be investigated and could result in termination of licence agreement.

These conditions can change at any time inline with government guidelines

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