



Hoburne

Holidays

COVID-19 Guidelines for Holiday guests

We are in this together - Help us help you

- We advise not to travel 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.
- To help with check-in, please only arrive on park at your arrival time.
- Call reception with queries where possible.
- Remain in your car until your check-in is ready.
- If you need to visit the reception desk, please do so alone.
- Please display your 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 guests or holiday homeowners, should access your accommodation.
- If you show any signs of COVID-19 whilst holidaying with us, please immediately, self-isolate and make arrangements to return home where safe to do so.

No exceptions - We all have a responsibility

- Adhere to social distancing across the entire park.
- Use all hand sanitiser and wash stations where directed.
- Please comply with all directional signage on the 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 a termination of your booking.

These conditions can change at any time inline with government guidelines
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