



COVID-19 Guidelines for Holiday home ownership enquiries

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.
- Call reception or the sales office with queries where possible.
- If you need to visit the reception desk or sales office, please try to do so alone.
- 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.
- If you should require a personal conversation, we will provide a suitable private area that will adhere to social distancing.
- Unfortunately, at present, we will not be able to drive you around the park.
- The holiday show homes are cleaned on a regular basis, however where possible, please refrain from touching the appliances and surfaces in the show stock to help limit potential cross-contamination.
- The team will be on hand to answer questions by telephone or video call during and after your visit.
- Please do not arrive on park until your appointment time.
- All holiday homes will remain locked, please contact a member of the ownership team to gain access.

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 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.
- 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, please be courteous to staff and other guests.

These conditions can change at any time inline with government guidelines.

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