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**Rosedale Abbey Caravan Park Protocol for Reducing the Spread of Coronavirus**

**Camping, Caravanning & Pods –** updated October 2021

Here at Rosedale Abbey Caravan Park, we are committed to protecting the health of our visitors and staff. We have put a number of measures in place which may make your stay a little different to usual.

**Firstly, and most importantly we insist that you do not travel to Rosedale Abbey Caravan Park if you or any of your household have symptoms of COVID-19.**

**Check – in**

We aim to make check-in run as smoothly as possible.

* Balances are to be paid in advance please
* It is important you **inform us of the correct registration for the one car you will be taking onto the park**. Any other cars will have to be parked on the car park at a cost of £5/night – please advise us before arrival if you are bringing two cars so you can add the extra car onto your booking. Our barrier operates on number-plate recognition so you can enter the park without the need to call it a Reception.
* **Pods** prior to your arrival you will receive a code for the key-safe. Your disinfected keys will be located in here, please let yourselves in. \*a £10 deposit will be taken before your arrival, and refunded once you return your Pod keys on departure\*

**Facilities**

* We have placed hand-sanitiser points on the entrances and exits to the Facilities Blocks, please use these.
* Toilet blocks will be closed daily from 11-1pm for deep cleaning and disinfection to take place, they will be checked and cleaned regularly throughout the day.
* We kindly ask that where possible please clean facilities after use using the anti-bacterial spray and disposable towels provided.

**Reception/Shop**

* We have placed hand sanitiser points, screens and signage to Reception to reduce the risk to our visitors and staff.
* We are restricting entry to Reception to reduce the amount of people in the shop.

**During your stay**

* Holidaymakers can enjoy your caravans/tents/pods and the area of your pitch. Public footpaths and cycle routes are open through and around the park.
* You can walk freely around the park at all times.
* Please bring soap, hand gel and disinfectant with you – just to be on the safe side
* Please show consideration to our local community.

**Please do not**

* Allow children to roam unsupervised around the park

**On departure**

* Please leave your pitch by your stated departure time.
* Caravans/Tents 12pm
* Pods **PLEASE NOTE earlier check-out time of 10am** to allow time for cleaning and disinfection of the pods
* Pods
* Please leave window open to ensure ventilation of the pod
* Please return keys to the key safe – your £10 deposit will be refunded electronically