

Covid-19 Response

The safety of both our customers and team members is of paramount importance to all of us here at Longnor Wood.

Detailed below we have listed the changes we have made to our processes and systems as a direct result of Covid-19. We believe these changes enhance what we already have in place and will hopefully gain your agreement and support as we work towards a new normal.

- We have amended our confirmation e-mails and arrival text messages to reflect the Covid-19 response.
- We have instigated contactless check-in and have changed our tourist Information building into a new Key / Barrier card collection point which will give you access to the park without the need for checking in at reception. This does mean you will need to check in via phone either the day before or on the afternoon of arrival. We believe this necessary step is an added safety measure.
- We will ask all customers during the telephone check in process to confirm that they do not have and have not had Covid-19 symptoms during the last 7 days. We will also request customers to advise us if they get Covid-19 symptoms up to 7 days after leaving the park.
- We will get all customers to confirm that they have read the Covid-19 response amendments before arrival on the park.
- Regrettably, our traditional process of taking everybody to their unit of accommodation / pitch will stop. However, with appropriate social distancing measures, a member of the team will still be available, where possible, to provide help and guidance when requested to do so.
- We have set up a one-way system around our building and will be limiting customers in the atrium to one at a time. Initially, the reception building will not be open for customers but items from reception and the shop will be handed to customers on an individual basis.
- All units of accommodation will be limited to 2 people (except for 2 bedroomed lodges which are limited to 4 people) in the case of rental units this includes the decking area.
- We have established hand sanitiser stations at key points around the park.
- The books, and games equipment will no longer be available. Could customers therefore please bring these items if needed.
- Tourist information leaflets will be available from reception on an individual request basis.
- The free newspaper collection service will be withdrawn to minimise customer contact with reception.
- Visitors: We have always welcomed visitors to Longnor Wood but regrettably this will no longer be the case as we want to limit the number of people on site. Could all customers, therefore, please arrange to meet their friends and family off the park.

Touring Customers

- Deposits for barrier cards will be taken via the provision of credit / debit card details during the telephone check in process, this will be achieved by charging your card 1p which will be returned within 7 working days following departure subject to the safe return of the barrier card, lost / non-returned cards will be charged at £6.00 each.
- Customer arrival / departure times will be confirmed as after 2pm arrival with departure by 12 noon latest. Barrier cards will not be available until 2pm and due to limited parking spaces customers are asked not to arrive until after this time.
- New caravan / motorhome parking spaces have been provided at the park entrance just after our dog walk. Customers will be asked to park and walk to the key / barrier card collection point and then drive straight to their pitch.
- Customers will be asked to use their own facilities in their caravan / motorhome whenever possible and numbers in the toilet /shower block will be limited to available cubicles. On arrival at the park each member of your party will be given a key fob which will be used to signal your use of the facilities and must be placed on the rack when you enter and removed when you leave, if the rack is full, do not enter. The urinals and open wash basins in the gent's facilities will be closed. The toilet / shower block will be closed at 11.30 a.m. each day for cleaning and sanitisation and will be checked every 2 hours, between 9am and 5pm and given additional cleaning / sanitation.
- The chemical disposal point / dog wash building was designed for single person use anyway but please allow customers to exit before trying to use these facilities
- We have always kept items such as power cables, water hoses, co-axial cables etc for use by our customers free of charge. Unfortunately, these will no longer be available on this basis. However, we will have these items for sale for those customers who need them.
- The park is participating in the AA Covid Confidence scheme which is administered by the AA and UK Hospitality and is driven by risk assessment (copies of which can be seen at the bottom of this page) and Government guidelines.

Lodge / Holiday Caravan / POD customers

- All units will be fogged and sealed prior to each customers arrival, only the customers registered for an individual unit will be allowed to use the unit including the decking area.
- To allow for the extra cleaning and sanitation processes, check in / check out times will be amended to the following:
Departure by 9am latest, extra costs will apply for late departure and additional tasks which are detailed below*
Arrival from 5pm earliest.
- Additional hot tub and outside furniture cleaning processes will include sanitisation of contact points, control pad, cover handles and hot tub tops. The daily hot tub checks will be performed with the team member wearing gloves and a mask.
- Accommodation customers will be provided with a mobile contact number which can be used for emergencies, repair / maintenance requests etc. This will be a recorded service and a team member will respond in the appropriate time frame, this will reduce physical contact with reception.
- The park is a part of Hoseasons' Safer Stays programme and as such all accommodation will be cleaned and sanitised to Government published guidelines and will be locked and sealed when the unit has been cleaned.

Late Departure - £30.00 for the first half hour or part thereof, £45.00 for every subsequent half hour or part thereof.

Double bagging of rubbish or recycling £10.00 per bag

Washing Up / Wiping Up / Emptying dishwashing racks £10.00 per item

Emptying dishwashers £10.00

These changes represent our understanding of Government guidelines / advice on the date of publication.

During this pandemic advice is changing constantly - sometimes at short notice and we will endeavour to update our procedures in line with any new Government guidelines.

We thank you in advance for your understanding if some of the above is changed without notice.

RISK ASSESSMENT FORM

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| Describe task: COVID-19 Avoidance; Customers | Location/site/premises: Whole site |
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| <p>Persons at risk:</p> <p>A. Employee. B. Contractor. C. Customer. D. Supplier/ delivery driver.</p> | <p>Severity rating:</p> <p>1. No injury. 2. Slight (first aid only). 3. Minor (up to 3 days absence). 4. Moderate (3 days to 1-month absence). 5. Serious (over 1-month absence). 6. Serious (permanent disablement). 7. Death. 8. Multiple deaths.</p> | <p>Likelihood rating:</p> <p>1. Will not occur. 2. Probably will not occur. 3. Very unlikely. 4. Unlikely. 5. Likely. 6. Highly likely. 7. Probably will occur. 8. Will occur.</p> |
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| Hazards Identified | Persons at Risk See above | Updated Control Measures | Likely Severity 1-8 A | Likelihood 1-8 B | Risk Score A x B | Risk Rating See footnote | Additional Measures required. |
|---|---------------------------|---|--------------------------|---------------------|---------------------|--------------------------|-------------------------------|
| Human contact at check in / out - infection | A, C | Check in is now contactless. Customers will pick up their keys, barrier key card and information brochure from the key collection / drop off point. Only one person per booking to collect items. | 4 | 3 | 12 | M | No further action needed. |
| Transfer of keys between customers - infection | A, C | Keys and key cards disinfected between customers. | 4 | 4 | 16 | M | No further action needed. |
| Transfer on surfaces in accommodation - infection | A, C | Lodges cleaned to a high standard with additional disinfection on all touch surfaces such as handles, switches and sockets. | 4 | 4 | 16 | M | No further action needed. |
| Transfer in hot tubs - infection | A, C | Still utilise chlorine and changing water between customers, but also disinfect the tub, control panel and lid. | 4 | 4 | 16 | M | No further action needed. |
| Using facilities – infection | C | Additional cleaning regime. All facilities will have hand sanitiser outside nearby. | 4 | 4 | 16 | M | No further action needed. |
| Using the reception / shop - infection | A, C | No more than one customer in the reception / shop at one time. Staff to remain 2M away. Staff to sanitise anything touched. Purchased stock to be sanitised before display. | 4 | 4 | 16 | M | No further action needed. |
| Dog walking - infection | C | Customers are advised not to pet other dogs and to try and keep their distance. Customers discouraged from leaving sticks, toys any items that they have touched. Wash hands after all contact. | 4 | 4 | 16 | M | No further action needed. |

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| Emergency call out - infection | A, C | If there is a problem in any accommodation and a staff member needs to enter, they will ask the customer to go to the other end of the unit. Appropriate PPE to be worn by staff. | 4 | 4 | 16 | M | No further action needed. |
| BBQ's - infection | A, C | We will still loan customers BBQs. These will be sanitised before and after use. | 4 | 4 | 16 | M | No further action needed. |
| Borrowing leads - infection | C | We are unable to lend customer's coaxial cable, water hoses or electric cable. We will aim to have these available to purchase. | 4 | 4 | 16 | M | No further action needed. |
| Borrowing free sat boxes - infection | A, C | Boxes to be sanitised once returned. | 4 | 4 | 16 | M | No further action needed. |
| Showing symptoms of COVID-19 pre / post visit - infection | A, C | Customers are asked not to come to the park if they display any symptoms. The park also requests if people show symptoms within seven days of departure - they notify us. | 4 | 4 | 16 | M | No further action needed. |
| Use of toilet block - infection | A, C | Customers encouraged to use their own facilities. Additional cleaning regime. Urinals and communal washing facilities to be closed. Numbers to be strictly limited to available cubicles. | 4 | 4 | 16 | M | No further action needed. |
| Leisure facilities - infection | C | We are no longer able to provide sporting equipment, books, DVDs, maps, games or magazines. Customers are encouraged to bring their own. | 4 | 3 | 12 | M | No further action needed. |
| Tourist information – infection | A, C | Customers advised to use own device for tourist information. Tourist information not to be left out to be browsed through. Customers can ask for specific leaflets from reception. | 4 | 3 | 12 | M | No further action needed. |
| Visitors - infection | C | We are no longer able to allow customers to have visitors. | 4 | 3 | 12 | M | No further action needed. |

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| Risk Rating | 1-9 | Tolerable (T). No further action required unless circumstances change. Monitor situation. |
| | 10-19 | Moderate (M). Reasonably acceptable. Additional actions may be required. Re assess at review. |
| | 20-29 | High (H). Unsatisfactory. Priority action must be taken. Review current methods and re assess. |
| | 30-64 | Serious & Imminent Danger (V). Immediate action must be taken. Reassess after implementing control measures. |

RISK ASSESSMENT FORM

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|--|------------------------------------|
| Describe task: COVID-19 Avoidance; Employees | Location/site/premises: Whole site |
|--|------------------------------------|

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|---|---|--|
| <p>Persons at risk:</p> <p>A. Employee. B. Contractor. C. Customer. D. Supplier/ delivery driver.</p> | <p>Severity rating:</p> <p>1. No injury. 2. Slight (first aid only). 3. Minor (up to 3 days absence). 4. Moderate (3 days to 1-month absence). 5. Serious (over 1-month absence). 6. Serious (permanent disablement). 7. Death. 8. Multiple deaths.</p> | <p>Likelihood rating:</p> <p>1. Will not occur. 2. Probably will not occur. 3. Very unlikely. 4. Unlikely. 5. Likely. 6. Highly likely. 7. Probably will occur. 8. Will occur.</p> |
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| Human contact at check in / out - infection | A, C | Check in is now contactless. Customers will pick up their keys, barrier key card and information brochure from the key collection / drop off point. Only one person per booking to collect items. | 4 | 3 | 12 | M | No further action needed. |
| Staff sign in / out - infection | A | No longer sign in on iPad. Contactless method over phone. | 4 | 4 | 16 | M | No further action needed. |
| Cleaning accommodation - infection | A | Appropriate PPE to be worn. Staff to be trained on new processes. Staff will only work with one other person, or by themselves if preferred. Keep the same cleaning bag. | 4 | 4 | 16 | M | No further action needed. |
| Cleaning hot tubs - infection | A | Appropriate PPE to be worn. Disinfection of the tub, control panel and lid. | 4 | 4 | 16 | M | No further action needed. |
| Staff break – infection | A | Staff no longer go to the static; they will take a break in the unit that they are in. | 4 | 4 | 16 | M | No further action needed. |
| Using the reception / shop - infection | A, B, C, D | No more than one person in addition to the member of staff in the reception / shop at one time. Staff to remain 2M away. Staff to sanitise anything touched. Purchased stock to be sanitised before display. | 4 | 4 | 16 | M | No further action needed. |
| Emergency call out - infection | A, C | If there is a problem in any accommodation and a staff member needs to enter, they will ask the customer to go to the other end of the unit. Appropriate PPE to be worn by staff. | 4 | 4 | 16 | M | No further action needed. |

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| BBQ's - infection | A, C | We will still loan customers BBQs. These will be sanitised before and after use. Appropriate PPE to be worn. | 4 | 4 | 16 | M | No further action needed. |
| Borrowing leads - infection | A, C | We are unable to lend customer's coaxial cable, water hoses or electric cable. We will aim to have these available to purchase. | 4 | 4 | 16 | M | No further action needed. |
| Borrowing free sat boxes - infection | A, C | Boxes to be sanitised once returned. Appropriate PPE to be worn. | 4 | 4 | 16 | M | No further action needed. |
| Showing symptoms of COVID-19 pre / post visit - infection | A, C | Staff are asked not to come to the park if they display any symptoms. The park also requests if people show symptoms within seven days of departure - they notify us. | 4 | 4 | 16 | M | No further action needed. |
| Laundry van - infection | A | Only approved individuals to be in the laundry van. Appropriate PPE to be worn. | 4 | 4 | 16 | M | No further action needed. |
| Use of static - infection | A, D | Only one person (unless from same household) to be in the static at any one time. | 4 | 4 | 16 | M | No further action needed. |
| Cleaning in general - infection | A | Appropriate PPE to be worn. Staff trained on new cleaning regime. | 4 | 4 | 16 | M | No further action needed. |
| Contractor - infection | A, B, C | Contractors to provide method statement incorporating proposal for stopping spread of COVID-19. | 4 | 4 | 16 | M | No further action needed. |

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