



COVID 19: Guest Information

Including changes and additions to the 2020 T&Cs

(Updated 1st August 2020)

COVID-19 poses a threat to us all and your safety is of paramount importance. Therefore, we ask that you read the following information to understand how you can help us to keep yourselves, your fellow campers, our staff and the local community safe during your stay.

The measures that we have introduced:

- are underpinned by the Government guidelines
- are underpinned by health and safety legislation
- adhere to robust cleaning and hygiene procedures
- follow carefully thought-out social distancing protocols
- reminds guests to stay safe, stay alert and to consider others
- sets out what you should do if you develop Coronavirus symptoms.

Whenever possible, guests should maintain social distancing of 1m+ (preferably 2m) and, to ease the pressure on the shared facilities, we have reduced the number of bookings on the non-serviced pitches. Whenever possible, we recommend that caravans and motor homes stay 'self-contained' by using their own on-board shower, toilet and dishwashing sink.

Before You Leave Home

YOU MUST NOT LEAVE HOME IF YOU OR ANYONE YOU LIVE WITH HAS CORONAVIRUS SYMPTOMS, including a high temperature, a new and continuous cough or a loss or change to your sense of smell or taste.

Please ensure you have a confirmed booking prior to arrival – we will not be accepting guests who turn up unannounced on the day.

You MUST provide us with the names of everyone staying on your pitch.

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Please ensure that any changes to your booking have been notified/discussed with us in advance (at least 7 days before arrival) as we WILL NOT BE ACCEPTING EXTRAS/MAKING CHANGES TO BOOKINGS ON ARRIVAL.

To ensure the safety of our staff, we will only be offering a contactless check-in. Please download our useful APP via the Apple App Store or Google Play (or, if you prefer, you can print PDF copies of the 'Welcome' booklet, maps etc directly from our website).

To avoid queues at the supermarkets, we advise that you bring as many supplies as possible from home (our onsite shop will be open for all the usual basics and fresh supplies, and freshly baked baguettes/croissants/etc can be ordered as normal the day before).

Please ensure that you bring a face covering for each person in your party. These MUST BE WORN when using the bus, in our shop/reception and, from 8th August, when using the shared facilities (dishwashing, laundry, washrooms).

Please bring adequate supplies of hand sanitiser to use when out and about.

Please bring a basic first aid kit including plasters, wound wipes etc.

Please bring your own hairdryer/straighteners to use on your pitch.

Please bring a supply of £1 coins if you intend to use the laundry facilities (we will have change available but you may have to queue).

Parents of young children may wish to bring their own non-slip bath mat from home.

It might be worth bringing extra entertainment for the children such as card games, board games, reading books, colouring, etc.

If you have booked a non-serviced pitch, please be aware that unfortunately we are unable to offer facilities this year for charging electrical appliances or freezing ice packs.

On Arrival at Reception

Only one adult family member to check-in at Reception (on busy days, we will be speeding up the check-in process using an iPad at the Park entrance).

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The Reception will operate on a 'one in' and 'one out' basis.

We have installed perspex screens to help protect our staff but please adhere to any social distancing measures as instructed.

Please use the hand sanitiser provided when you enter/exit Reception.

From 24th July, you must wear a face covering.

We will leave windows and doors open as much as possible to ensure good ventilation.

At check-in, we will double-check the details of your booking and then confirm your pitch number.

Please DO NOT ARRIVE BEFORE 12 NOON as you will not be permitted to stay.

The LATEST CHECK-IN TIME THIS YEAR IS STRICTLY 8PM (not 9pm).

We regret that the toilet facility in the Reception will not be available for guest use.

Pitching your Unit

Please be mindful of leaving as much space as possible between your unit and those of your neighbour(s).

Please ensure your unit/car is not blocking pedestrian footpaths or access roads.

If in doubt, please refer to a member of staff.

Using the Shop

No more than two family members (including at least one adult) in the shop at a time – unaccompanied children will not be permitted.

The Shop will operate on a 'one in' and 'one out' basis and, as a courtesy to other guests, we ask that you select your purchases as quickly as possible and only touch the items you intend to buy.

We have installed perspex screens to help protect our staff but please adhere to any social distancing measures as instructed.

Please use the hand sanitiser provided when you enter/exit the shop.

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From 24th July, you must wear a face covering.

We will leave windows and doors open as much as possible to ensure good ventilation.

Returns/refunds will only be permissible if an item is faulty.

We will only be accepting payments by card (not AMEX).

We regret that shopping baskets will not be available this year.

We regret that the toilet facility in the Shop will not be available for guest use.

Using the Toilets/Showers/Family Shower Rooms/Accessible Shower Room/Baby Bathrooms

Whenever possible, we recommend using your own shower/toilet facilities.

At busy times, please do not queue inside and maybe try coming back later.

From 8th August, you must wear a face covering when using the shared facilities.

Please adhere to social distancing measures – some sinks may not be available for use.

Please use the hand sanitiser provided when you enter/exit the building.

To reduce the risk of virus transmission, we recommend spending no more than 15 minutes at any one time when using the shared facilities.

We kindly ask that guests leave the Family Shower Rooms, which are located on the front of the shower block building, available for parents/carers who may require longer than 15 minutes to shower themselves and their children.

The Accessible Shower Room is accessed with a RADAR key.

Although there has been some debate around the use of hand dryers and the potential increased risk of virus transmission, the latest Government advice confirms that these are safe to use and therefore ours will remain in operation.

We will leave windows and doors open as much as possible to give additional ventilation (we already have mechanical ventilation throughout the building).

We regret that the hairdryers, shower curtains, 2/3 pin sockets, baby bath mats, sink cloths and mops will not be available this year.

All children must be supervised by an adult at all times.

Using the Laundry Facilities

We recommend bringing enough clothes for the duration of your stay.

If you do need to use the laundry facility, you must wear a face covering from 8th August and you must adhere to social distancing measures.

A maximum of two adults in the laundry at a time – no children please.

Please use the hand sanitiser provided when you enter/exit the building.

We will leave windows and doors open as much as possible to give additional ventilation (we already have mechanical ventilation throughout the building).

To reduce the risk of virus transmission, we recommend spending no more than 15 minutes using these facilities at any one time (please do not wait around in the laundry but return to collect your items as soon as possible after the timer has finished).

We regret that we will not be providing seating, laundry baskets or the ironing facility.

Please do not try to access the Laundry between 12 noon and 3pm when the building will remain closed for cleaning (to ensure that our staff can move around freely while undertaking a thorough clean).

Using the Dishwashing Facilities

Whenever possible, we recommend using the dishwashing sink in your caravan/motorhome.

From 8th August, you must wear a face covering.

Please adhere to social distancing measures – some sinks may not be available for use.

Please use the hand sanitiser provided when you enter/exit the building.

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We will leave windows and doors open as much as possible to give additional ventilation (we already have mechanical ventilation throughout the building).

Only one adult (no children please) per sink in the dishwashing area at a time - some sinks may not be available for use.

To reduce the risk of virus transmission, we recommend spending no more than 15 minutes using this facility at any one time.

We regret that sink cloths and drainer units will not be available this year – please leave the area clean and tidy for the next guest.

Please do not try to access the Dishwashing area between 12 noon and 3pm when the building is closed for cleaning (to ensure that our staff can move around freely while undertaking a thorough clean).

Using the Chemical Toilet Disposal Points

Please adhere to social distancing measures.

Please use the hand sanitiser provided when you finish.

We have installed an additional disposal point this year which is located at the Motorhome Service Area.

Using the Refuse/Recycling Area

Please adhere to social distancing measures.

Please use the hand sanitiser provided when you exit.

Using the Motorhome Service Area

Please adhere to social distancing measures.

Please use the hand sanitiser provided when you finish.

Using the Wetsuit Wash and Dog Shower

Please adhere to social distancing measures.

Please use the hand sanitiser provided when you finish.

Using the Play Area

Parents should supervise children at all times in the Play Area.

Parents remain responsible for their children's hand hygiene (hand sanitiser should be used before and after playing) and social distancing.

Using the Games Room

SADLY, THIS FACILITY WILL REMAIN CLOSED FOR THE 2020 SEASON.

Using the Sports Area

Please adhere to social distancing and contact sports should be avoided.

Parents are responsible for their children and should supervise them at all times.

Using the Freezer Facility

SADLY, THIS FACILITY WILL REMAIN CLOSED FOR THE 2020 SEASON.

Accessing Tourist Information

SADLY, THIS FACILITY WILL REMAIN CLOSED FOR THE 2020 SEASON.

There are a number of online sources available:

- Our own 'Trevalgan' APP
- The 'Explore Cornwall' APP
- <https://www.bestdaysoutcornwall.co.uk>
- <https://www.southwestcoastpath.org.uk>
- <https://www.nationaltrust.org.uk>

To avoid disappointment, please check if you need to make a pre-booking for the places you would like to visit as many attractions will be operating timed ticket allocation.

Accessing the WiFi

Our WiFi service remains unchanged and is purchased online direct with ClubWiFi.

Taking the Bus Service to St Ives

This service is operated by Royal Buses.

FACE COVERINGS MUST BE WORN AT ALL TIMES.

The bus may operate with a reduced capacity and we ask that you adhere to any social distancing measures as instructed when queuing and when using the service.

When possible, the bus service will be operating contactless payments (cash will still be accepted but please note that we are unable to provide change from reception for the bus service this year).

Please refer to their website for further information <https://royalbuses.co.uk>

Departures

Please ensure you know which day you are due to depart - this is confirmed on the Booking Summary that you will have received via email.

To enable our staff to get your pitch ready for the next guest, we ask that you have cleared all belongings and rubbish from your pitch and have departed the Park NO LATER THAN 11AM.

Other Considerations For Your Stay

Visitors

To limit the number of people on site, and reduce the risk of spreading the virus, we regret that VISITORS WILL NOT BE PERMITTED AT ANYTIME during the 2020 season. Please do not arrange for friends or family to visit you as they will not be allowed on to the Park. If visitors are found on the Park, they will be asked to leave immediately.

Moving Around the Park

When walking or cycling (cycling helmets must be worn) around the Park, please be mindful of social distancing and do not use short cuts through pitches/bushes which may compromise the space and privacy of other guests. Parent/carers should remind the children in their care to maintain social distancing.

Social Gatherings

We understand that many families will be holidaying together. However, to comply with the Government guidelines and, for the comfort of all our guests, we will not be permitting large gatherings and social distancing between extended families and friends should be maintained at all times while on site. We request that you follow any instructions from our staff in this matter.

Enjoying St Ives

Guests who plan to visit the town should be aware that the Town Council have introduced new measures this year to help maintain social distancing through the narrow streets. These changes include pedestrianising the town centre between 11am and 4pm. Public toilets are available in the town.

<https://stivestowncouncil-cornwall.gov.uk/summer-covid-19-safety-plan/>

First Aid

If you or a member of your family become unwell or require first aid during your stay, please call 07702 800282 (24 hours).

For very minor injuries, we ask that you bring your own basic first aid kit.

We will continue to assist in all emergency situations.

Hygiene

Please be assured that we are taking every care to ensure that your holiday is safe and relaxing and regular guests will know that we have always provided very high standards of hygiene throughout all of our facilities. However, we will be sanitising high touch areas even more frequently this year (but it has been

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necessary to remove some non-essential items such as the hairdryers, shower curtains, the iron, sink cloths, mops, baby bath mats and shopping baskets).

If you have any concerns during your stay, we ask that you call:

- Reception during office hours 01736 791892
- The emergency 24 hour number at all other times 07702 800282.

Coronavirus symptoms

If you develop suspected coronavirus symptoms during your stay including a high temperature, a new and continuous cough or a loss or change to your sense of smell or taste (or if you are asymptomatic but have been informed by an NHS Contact Tracer that you should self-isolate):

- You should immediately refrain from using the shared facilities and return to your unit.
- You should immediately inform us by calling our 24 hour number (07702 800282).
- You should refrain from having any direct contact with our staff or any other guests.
- You should check-out and return home immediately.
- If you suddenly become very unwell and are therefore unable to travel, you and your family must self-isolate in your unit. You will become liable for any additional costs involved if you stay beyond the dates of your original booking and you will be required to pay us compensation for the next guest(s) who may be affected by this or are unable to stay because the pitch has not been vacated on time.

Cancellation due to Coronavirus

The current COVID-19 pandemic is a worrying time for us all, and we would like to reassure you that should you need to cancel your stay with us prior to arrival due to Coronavirus (in line with Government travel restrictions, due to becoming unwell with Coronavirus symptoms or if you have been asked to self isolate by the NHS Test and Trace service), we will issue you with a credit note

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for the full value of your holiday for a stay in 2021. However, if you would prefer a refund, we will reimburse you in full if we are able to relet your pitch (minus a £25 admin fee). If we are unable to relet the pitch in full, we will reimburse you for the number of nights we are able to relet it (minus a £25 admin fee).

If you become unwell during your stay or, if you have been asked to self-isolate by the NHS Test and Trace service, and you need to return home immediately, we will issue you with a credit note for 2021 for the remaining full nights (check-out by 11am) if we are able to relet your pitch (minus £25 admin fee).

All other cancellations will be subject to the general T&Cs and we continue to recommend holiday insurance to cover any financial loss you may incur. We have reduced our admin fee in relation to Coronavirus from the normal £50 to £25 due to the exceptional circumstances of this pandemic.

Further information

We will keep all of the above measures under close review and will update our policy if and when the Government guidelines change and it may be necessary to curtail or withdraw certain facilities to ensure the continued safety of our guests, staff and local community.

By making or continuing with this booking, you agree that you and members of your party will follow this guidance. Anyone refusing to comply with these safety requirements may be asked to leave the Park, without refund.

We are very much looking forward to meeting you and be assured that we will offer you a very warm, but socially distanced, welcome!

<https://www.gov.uk/coronavirus>