

Wigley Orchard and St Michaels Caravan Parks

Keeping our guests, staff and other park visitors safe

We are pleased to welcome you to our park after our long lockdown and hope you will enjoy your stay. We have new processes in place to help keep everyone safe. These include enhanced cleaning where we have focused on reducing or removing items which may carry the virus and extending the time allocated to cleaning each caravan.

Please read the following carefully and if you wish to discuss any matters arising please reply to tenburycaravans@icloud.com.

Your arrival

- Please stay at home if you are ill. If you become ill during your stay please return home immediately and advise us by email or text 07814 539857.*
- To allow extra time for cleaning the check-in time is now from 5pm. Please let us know if you expect to arrive after 6.30pm.*
- On arrival please stay in your car at reception and someone will find you and lead you to your caravan. If we are not with you within five minutes please call 01568 750665.*

In your caravan

- The beds are made up depending on the size of your party – for two people the double bed only, for three people the double bed and one single and for four people the double bed and two singles. If you require more beds to be made up please let us know in advance.*
- You should bring towels and tea towels, oven gloves, toilet rolls, washing up and cleaning equipment, hand sanitiser, disinfectant etc. Please make sure that everything is taken from the caravan when you leave.*
- We have withdrawn some items of equipment to minimise the cleaning at each changeover, and all tourist leaflets and our welcome book. Welcome information is available online at www.wigleyorchard.co.uk or www.stmichaelscaravans.co.uk.*
- Instructions for the TV and for accessing Wifi are in the caravan.*
- Please do not invite visitors into your caravan and do not gather in a social group.*
- Please do not allow children to roam unsupervised around the park.*
- Please limit the number of visits you make to the park waste and recycling compound.*
- Please remember to wash your hands frequently. A hand sanitiser dispenser is sited at reception.*
- Maintain a safe space – 2 metres apart is better than 1 metre. Please maintain this space if you have any interaction with other guests or with our staff.*
- If you need any help during your stay please email tenburycaravans@icloud.com or text 07814 539857. Our staff will not be able to come into the caravan while you are in it.*

Departure

- Remove everything you have brought with you and make sure no food is left in the caravan.*
- Leave caravan windows and doors open for good ventilation (ajar on catches if wet).*
- Leave the key in the key box at reception*
- Email us immediately on tenburycaravans@icloud.com to confirm your departure and that no-one in your party has been ill.*

In the community

Please be aware that some members of our local community may not welcome visitors so please maintain safe spaces, particularly in shops and car parks, on footpaths and anywhere you have contact with other people.

Track and trace

In order to comply with the government's track and trace programme, we are required by law to record the contact details of all visitors.

- Please provide the names of everyone in your party by replying to this email.*
- If anyone in your party does not live at your address, please provide their contact details separately (their name and a phone number, email address or street address).*
- The details you submit will not be used for any purpose other than complying with government requirements for the track and trace programme related to the control of Covid-19 and will be deleted at the end of our 2020 season.*

We hope you enjoy your stay with us,

Kind regards

Brian Griffiths