

COVID-19 (Coronavirus) Policy for Chiltern Retreat Rural Camping

Following the recent government announcement, we are contacting all bookings to make them aware that unfortunately your forthcoming booking may be affected by the new “rule of six”. The law is to come in effect on Monday 14th September 2020.

<https://www.gov.uk/government/news/coronavirus-covid-19-what-has-changed-9-september>

We know you are likely to be disappointed by this news; and we feel the same that we may not be able to welcome all of you to Chiltern Retreat as planned if our proposed plan of action is not possible for your booking.

Unless you are in a support bubble or your single household is of more than six people (including children and babies), it will be illegal for you to travel and stay together as a party larger than six. You must provide proof of your support bubble, if this is the case, by telling us how this is structured so we can keep a record of this.

With the above in mind we would like to offer you the following options:

1. **To still stay with us but, if you are a group booking, "bubble up" into smaller parties of 6 – Please reconfirm the names, and who the new number of guests are in each bubble of 6. We will allocate enough pitching room so bubbles of up to 6 persons have adequate spacing from other bubbles so that if all the group still wishes to camp, they can, but must follow these new measures and be in smaller groups of 6 persons or less when travelling to and from our site and for the duration of your stay.**
2. **We are happy to refund anybody that wishes to cancel their reservation if they feel our proposed plan of action is not suitable for them and you will receive an email on Friday 11th September stating this. Please respond to this email within 7 days if you wish to receive a refund - we will need your account name, account number and sort code for the account you wish to receive funds back into in order to process this.*****

*****The above refund offer will apply to everyone with a confirmed booking for up to 7 days from receipt of the refund offer email being sent on 11/09/20 - after this time our standard refund policy will be applied which**

is: "If you cancel up to 10 days prior to arrival a full refund will be made to you - if you cancel after this deadline then no refund will be due".

Therefore, if you do not request a refund within the next 7 days and then cancel later down the line within 10 days prior to arrival no refund will be due. We have to leave this in place to protect ourselves financially and to help us plan numbers and spacing on site prior to arrival date.

OUR PLAN OF ACTION:

With the above in mind, we are still happy to take group bookings; however, we are going to allow larger pitching areas for these groups so that up to 6 individuals within that booking can "bubble up" into smaller groups depending on the group type. This means that for example a group of 12 adults will operate in two distant bubbles of 6 people in each and shall be given ample space in their pitching area in order to do so. Groups of say 10 individuals will operate in 2 bubbles (1 of 6 & 1 of 4).

If you have more than 6 persons from a single household, or have a support bubble that exceeds 6 people (EG Carers or childcare), then you will be allowed to camp as one unit.

We inevitably cannot police our campers 24/7 so will heavily be relying on trusting groups to act responsibly and using common sense to minimise the risk of our need to interfere with people on their well-deserved breaks and also to minimise our contact with customers. The aim of the bubble up plan is to reduce the chain of transmission of the virus.

We are very pleased to be able to provide you with an option to enjoy some fresh air in the great outdoors and a place for relaxation and fun at an unprecedented time which is causing a lot of sadness and worry across the country. We are closely monitoring the daily changing Government guidelines and following their instructions and feel the measures we are putting in place should enable your camping trip to be as safe as possible.

We want to keep you informed of the steps we are taking and what we are asking our customers to consider when they visit us, following the recent outbreak of COVID-19 (Coronavirus). It is essential that all those coming to camp on our site have read and understand this policy.

The safety and well-being of both our customers and our team is our number one priority so if you need anything clarifying please ask.

Based on the latest Public Health England guidelines **we have put enhanced health and hygiene measures in place** to help ensure our customers have a safe and enjoyable visit whilst our team's safety is also cared for too. These measures include:

- **Ensuring all Chiltern Retreat team members wash their hands at regular intervals when on site.**
- **Frequent sanitising and disinfecting** of all items you may have regular contact with in our facilities including toilets, sinks, showers, door handles, taps and other bathroom surfaces. In the event the guidance changes on shared facilities we may need to impose restrictions on usage at peak times to help

maintain social distancing - we apologise if further restrictions do need to be imposed during your stay but we have to ensure safety comes first but will try and keep any waiting times/inconveniences to a minimum.

- We shall ensure everyone upon check-in is aware of **social distancing rules** and position ample signs around communal areas to ensure everyone is reminded constantly to keep an adequate distance between you, our team and other customers. All pitching areas are spaced apart, so social distancing between other bookings can be maintained.
- **Keeping a close eye on all our team members to ensure they are fit and healthy** and taking appropriate action if they show symptoms, in line with Government guidelines, when required to do so.

In return, we kindly ask all our customers to:

- **Postpone your visit if you are showing any symptoms of covid-19.** If you have booked a pitch, a full refund shall be made to you if you cancel up to 10 days prior to your arrival date.
- **Postpone your visit if you have visited another country outside of the UK within 14 days of your arrival** or you have been close to someone showing the listed symptoms/recently self-isolated.
- **If you do need to cough or sneeze ALWAYS use a tissue where possible or into your elbow if you haven't got a tissue to hand. Bin the tissue safely and wash your hands thoroughly for a minimum of 20 seconds.**
- Understand that we will always extend a warm welcome, but for the time being **this welcome won't be accompanied by a handshake** or any other physical contact, we will be keeping our distance for your safety and our team. Check-ins/conversations on site will be conducted practising social distancing.
- **We ask that you bring your own hand sanitisers and products to maintain your own hygiene levels.**
- **Wash and sanitise yours and your children's hands thoroughly for a minimum of 20 seconds, and as often as possible.**
- **Do not remove any of Chiltern retreat's portable hand gels, tissue boxes, loo roll, soap, or other toiletry/hygiene products from the facilities block** that we have provided for all customers use – these are provided to be used at the facilities so EVERYONE can have good hygiene whilst in communal areas. Anyone caught taking any of these items away from the facilities block for their own personal use will be asked to leave the site with no refund issued as they are posing a serious risk to themselves and others by preventing others from being able to maintain good hygienic standards.

This is not an easy time for anyone, and we will continue to respond to the Government guidelines and take the required action and keep you updated if anything changes. In the event of us needing to restrict or

change what facilities are usually on offer we shall endeavour to let you know as soon as possible however we ask for your patience and understanding if things are different to when you originally booked as safety is now our priority and we may have to restrict access to certain facilities in order to help maintain social distancing.

If there is anything else you would like us to clarify then please just ask one of our team. We will always aim to accommodate requests where we can and warmly welcome feedback to help us improve. Thank you for your on- going custom and we look forward to welcoming you to Chiltern retreat :)