



Returning to Park

As promised, we are writing to you with regards to returning to park and your holiday home once the restrictions on holiday parks are lifted. Specifically, we wish to share with you some general advice about procedures on park, advice about privately letting your holiday home and information about using your hot tub safely if you have one.

As you know, we are all in the difficult position of being led by government advice as to when and how we can open. As previously communicated, at present, our proposed opening date is July 4th for Owners and July 6th for holidaymakers, but these dates are subject to change depending on any government ruling which will be related to how quickly Covid-19 is brought under control during this 'partial unlocking' environment we currently find ourselves in.

When we do open, we have an obligation to adapt our practices to ensure we keep our team and customers safe. And, to assist you, attached to this correspondence, we have issued some guidance around certain expectations relating to park life under the 'new normal' environment we will be operating under.

In addition, there will be a range of on park practices which we will be deploying to ensure the safety of team and customers alike. These include:

Implementing several social distancing measures to ensure we maintain 2 metre distancing:

- Where possible, one-way pedestrian flows around park
- Clearly signposted, one way in, one way out flows within any buildings
- Ensuring queueing is kept to a minimum – and using floor vinyl markers where there may be queueing
- '2m' reminder badges for team members and point of sale around the park

Implementing a new check in process:

- Ahead of a holiday makers arrival, we will be sending an email advising of our new check in processes and providing a PDF map of the park advising them of the location of the holiday home they will be staying in.
- Keys will be fully sanitised and handed to guests as they arrive, maps and welcome packs will be left in the accommodation ahead of arrival
- We will be providing traffic marshals where we can to assist on every arrival day to direct customers around park and answer any queries.

Preparing for on park shops:

- Where possible, we will encourage cashless/contactless transactions only

- We will monitor the number of customers within shops at one time
- Queue management systems will be introduced with entrance and exit policy
- All baskets and trolleys will be sanitised to reduce cross-contamination

Furthermore, sneeze screens have been introduced at relevant customer and team interaction points and hand sanitiser stations placed at various points around the park. As you will appreciate, at this point we cannot confirm when swimming pools, bars and restaurants will open and planned large events will not be taking place. However, we do hope to have some activities up and running for re-opening and some elements of entertainment.

With specific regard to private letting, we appreciate that in a normal environment, you may choose to let your holiday home to generate income and we therefore wanted to share with you the protocols we are implementing with Away Resorts holidaymakers so they can arrive in the knowledge that their safety and well-being is at the top of our agenda. Remember that any private letting guests are your responsibility.

Firstly, at this point, we are taking no holiday bookings for dates in advance of July 6th, 2020 as it is highly likely that this will be the earliest that we can welcome holidaymakers back on parks. We have a duty of care to all customers and would therefore ask you to adhere to this as well and we therefore dissuade you from accepting any private letting's earlier than Monday July 6th 2020.

Secondly, when we do open again to holidaymakers, we will be introducing a new accommodation cleaning regime to ensure every holiday home is clean, hygienic and disinfected to reassure customers that, as best we can, we have eliminated any possibility of them being exposed to Covid-19 in their accommodation. We strongly advise that you follow similarly robust procedures in the change-over cleaning of your holiday home and attach these guidelines for your reference.

With specific regard to hot tubs, they are permitted to be used once we re-open and we include a guide for your information around how best to ensure it is in good working order as you start to use it again.

As dates and operating procedures evolve, we will keep you updated, and we look forward to seeing you back on park very soon.

Kind regards

General Manager & Your Away Resorts Team

General Guidance for holiday homeowners

Here are some helpful hints for you to adhere to, to ensure we all comply with recommendations about post lockdown procedures

- Please do not come to the park if someone in your household has developed coronavirus symptoms within 14 days prior to arrival
- In the event that someone in your group develops symptoms during your stay, please immediately self-isolate, contact the park to notify them of the illness and make plans to go home as quickly as possible, avoiding public transport
- Whilst on park, please observe social distancing of 2m
- There must be no group (mass) gatherings on park
- Please ensure good hygiene by washing hands frequently with soap and water
- We will be providing many hygiene stations around the park however it is still recommended that you bring essential items like soap, hand sanitiser, disposable gloves, personal face masks/covers, sanitising surface cleaners, etc
- Please be reminded that, currently, only members of your household are allowed within your holiday home with you
- You should use the social space on your holiday home pitch for your group only and you should not mix with other groups in or around your holiday home
- Unfortunately, you are not permitted to invite visitors to meet you on the park at this point
- Please be reminded that you should not allow your children to wander around the park as they always need to be supervised so that they do not accidentally breach park rules
- Please observe any one-way systems on paths and indoor areas
- Please observe 2m markings in areas where people queue

Please note that anyone breaching the park's COVID-19 safety policy will be asked to leave the park.

General advice on recommissioning your holiday home

Gas & Electric

In general terms, if you have valid test certificates for the gas and electricity supply, there should not be an issue. However, it would be good practice to ensure that all gas pilot lights in the boiler and cooker are working and the RCD trips are tested.

Water

The park will ensure that freshwater supply is tested before your arrival, but it would be good practice to run all taps for 20 seconds. As a totally precautionary measure it would be advisable to sterilise the shower heads within your holiday home with a proprietary sterilisation agent.

Smoke Alarm & CO Alarm

These units should be checked - most units have a test button and it would be wise to check that the power supply whether battery or mains is still operable.

Guidance for holiday homeowners that privately sublet & reassurance for those that sublet their holiday home with us

As we adapt to the “new normal” everyone has a duty to ensure that appropriate measures are in place to provide COVID Secure services and products. Customers coming on holiday are looking for reassurance that their families are going to be safe in a long-anticipated holiday. The following is general guidance to ensure your guests can have confidence in their safety.

Future Guests

Any guests booked for a break should be requested to notify the holiday homeowner if any member of their party has been ill during the preceding 14 days of their holiday. If they have been ill, then they should follow government guidance and isolate themselves for the relevant period at home they should not travel to the holiday home.

PPE

Our approach to PPE has been cautious because of who we are and our obligations to team members and guests. A holiday homeowner may take a different approach, but as minimum disposable gloves and aprons should be worn when cleaning accommodation

Disposable Gloves – Minimum of One set per accommodation unit per person.

Aprons – One per accommodation unit per person.

Face Masks – To be worn for full shift.

Cleaning Chemicals

We have reviewed all of our cleaning chemicals following guidance but where appropriate “high touch” areas should be cleaned with an anti-bacterial cleaning product additionally, single-use cleaning cloths should be used and disposed appropriately after cleaning the

holiday home. If more than one holiday home is being cleaned new cloths should be used for each holiday home

The Cleaning Process

To ensure our guest's safety, we require each unit to go through a mini deep clean. Now more than ever the cleanliness of our accommodation is important to our guests and us. We have a very thorough process already in place. In addition to this the following areas and elements have been considered high-risk areas and extra care and time is to be taken on these.

- Kitchen Surfaces and Electricals.
- Hard Surfaces Such as Dining Tables.
- All Inventory.
- TV Remote.
- Bedside Cabinets.
- All door handles and light switches.
- Fridges and Freezers
- Handrails into accommodation.
- Steps & decking rails.

Linen

Newly laundered linen should be used to make the beds up if this is supplied

Disposal of Cleaning products

Used PPE & used cleaning cloths should be double-bagged and disposed of appropriately

Reporting illness while on holiday

If a customer becomes ill while on holiday, they are requested to contact the holiday homeowner and if possible, leave to go home. We are taking the very precautionary stance that the holiday home is to be left for 72 hours after the guest has left to undertake a deep clean using the processes as described. After this break in occupation and deep cleaning, the holiday home should be safe to re-occupy.

Guidance for holiday homeowners with hot tubs

After any period of being unused a hot tub needs to be taken through a precise process before it is used again. Our guidance is taken from the Pool Water Treatment Advisory Group (PWTAG) advice on returning a tub to service after a “lay down period”.

Because there several different hot tubs in use our advice can only be generic in nature. We do advise that you refer to the manufacturer’s recommendations in the first instance.

The following are general principles that apply:

- The hot tub itself should emptied and thoroughly cleaned with a nonabrasive cloth and a solution of 100mg/l of free chlorine. The hot tub cover and surrounding areas should be cleaned as appropriate and the person undertaking the task should wear appropriate PPE.
- Refill the tub, using a hosepipe that has been disinfected. *PWTAG recommend disinfecting hosepipes in a solution of 100mg/l of chlorine overnight*
- Flush the hosepipe to waste for two minutes before use
- When the tub is full, shock dose with Chlorine to 50mg/l for one hour, at ph 7.0-7.4 before draining *
- After draining, clean the waterline with a fresh damp cloth using sodium bicarbonate
- Refill tub to normal parameters. A microbiological & legionella test is recommended at this point. These tests ensure that the hot tub is not harbouring any harmful bacteria and are available from independent laboratories. It is recommended that the hot tub is not used until the test results have been returned so that appropriate action can be taken indicated by the results from the tests.
- It is also recommended that the hot tub is operated and flushed as appropriate to ensure that the chemical balance within the hot tub can be maintained in normal operation.

**pwtag recommend neutralising water that contains high levels of disinfectants such as 50mg/l chlorine before discharge. 180g sodium thiosulphate pentahydrate per 1000 litres of water is usually sufficient and process should be monitored.*