

## **\*\*Important Information for our Owners\*\***

With recent events surrounding COVID-19, Away Resorts would like to update you on what action we have taken so far. We hope this will answer any questions you may have; however, should you have any specific queries please do contact your Team on park who will be able to help.

Most importantly, in this time of uncertainty, please look after yourself and others. Take a break from the news and enjoy your time on the park!

### How are Away Resorts monitoring the situation?

Please be assured that the Management Team are currently talking daily, meeting twice a week and taking advice to help us from a number of official sources. We are investing a lot of time to ensure the care of our customers and of course our team members. General Managers are being updated regularly from our central team.

### What action has Away Resorts taken?

We have communicated the official advice on 'wash your hands' and you'll have seen posters around the park to remind you to do this. You should wash your hands for the amount of time it takes to sing 'Happy Birthday' twice. We cannot stress how important this is. There are helpful videos at <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

All of our toilet facilities on the Park have handwash and running hot water in order for you to do this.

### How are you keeping the park safe and doing the right thing?

To support our advice, we have also enlisted the assistance of the National Safety Advisor to the British Holiday Parks Association and our procedures are based on factual information and advice from the following organisations:

- NHS-UK
- Department of Health and Social Care
- [Public Health England](#)
- The World Health Organization
- Chiltern Consulting

### What can I do to protect myself on Park?

Whether on or off the park, we would ask all our owners to take the following sensible Government Advice:

- Washing hands regularly. Wash hands for at least 30 seconds and use an alcohol-based hand sanitiser if soap and water is not available. <https://www.nhs.uk/live-well/healthy-body/best-way-to-your-hands/>
- Maintain good hygiene practices such as using tissues when coughing or sneezing. 'Catch it, kill it, bin it.'

### [How are we cleaning our facilities?](#)

We always ensure we clean to the highest standards possible and this will remain consistent however we have increased and upweighted our cleaning procedures across our holiday homes and in all of our public areas. We have taken advice as to what cleaning chemicals we should use to ensure areas are disinfected effectively.

We are also ensuring that we have the right contracted cleaners and disposal teams should we have a case of COVID-19 on the park.

### [How are you supporting the staff?](#)

Travel outside of our Parks & Hemel to non-essential meetings has now been halted. This doesn't mean we will be any less productive, we have tech to fulfil these meetings.

We are flexible with any 'high risk' Team members (older persons and persons with pre-existing medical conditions such as high blood pressure, heart disease, lung disease, cancer or diabetes), including working from home where possible.

Any Team members who have returned from Hubei Province, including Wuhan, Iran, Daegu or Cheongdo in the Republic of Korea, and any area within Italy under containment measures in the last 14 days will not attend work.

Team members have been asked to stay at home for 7 days if they develop any type of continuous cough, difficulty breathing or temperature, however mild and to NOT come into work. This is the official advice announced on the 12<sup>th</sup> March from the government.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>.

### [Is it safe to use the facilities on Park?](#)

There is currently no official advice that suggests our guests or owners shouldn't be in our complexes using our facilities. It is at this time business as usual, so grab a beer and enjoy!

### [Are events still going ahead?](#)

All of our events are still going ahead. This includes our specific owner events and wider summer events. We will of course inform you should anything change at the earliest opportunity.

Should you feel that you don't wish to attend, you of course don't have too and we will refund any monies paid.

### [If the government does impose restrictions on large gatherings, what will this mean for the facilities on Park?](#)

At the moment, no restrictions have been put in place but should this change we will monitor the advice carefully and let you know at the earliest opportunity.

### [Are you refunding your direct holidaymakers?](#)

We are monitoring the situation carefully and at this time we are allowing holidaymakers to change their dates, free of charge as well as allowing them to pay their final balance 4 weeks prior to arrival date rather than our usual 8 weeks. You can see these FAQs here:

<https://www.awayresorts.co.uk/faq/coronavirus-and-travelling/>

### [What if we contract COVID-19 - what should we do?](#)

Please contact your General Manager on the Park as soon as you can. They will seek immediate advice and advise what should happen next.

### [Will you reimburse us if the facilities or Park has to close?](#)

We would hope that all our owners would be considerate to the current situation that is affecting us all. We hope, as I'm sure you do, that any action taken would be short term and we'll be back up and running as soon as is possible.

### [What if I get any symptoms, should I travel to park?](#)

Please stay at home for 7 days if you develop any type of continuous cough, difficulty breathing or temperature, however mild. Please do NOT come to the park. This is the official advice announced on the 12<sup>th</sup> March which suggests you should stay in the house and only call 111 should your symptoms worsen. <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>. This action will help protect your owner community and Team on the park should you be infectious.

#### One of my family members is feeling unwell, should I travel to the Park?

The advice at the moment is that you do not need to stay at home unless you are feeling unwell or are developing any symptoms.

#### I've been in contact with someone with confirmed COVID-19

The advice at the moment is that if you have been in close contact with someone with confirmed coronavirus you should self-isolate for 14-days. Please do not travel to the park.

#### What if someone on the Park has confirmed COVID-19?

The Management Team are prepared and the Health protection Team will be contacted to discuss the case and advise on what action or additional precaution needs to be taken. We will of course provide information to our owners as soon as possible.

#### I'm generally worried about the virus, and being on park, it's making me anxious

Please try to not worry at this stage. It's very much business as usual outside of the above and the majority of people that get it may only get mild cold/flu like symptoms. We should all be following official advice which can be found here: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Your park teams are here to reassure you if you need anything and they are cracking on delivering delight to our owners and guests 😊

#### I am planning to travel outside of the UK

In line with official advice please make sure you are prepared for your travel. You should check all travel advice at <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

For our Owners that Private Let

[What will happen to our private letting guests should the park facilities close?](#)

Please note it is your responsibility to keep your guests informed of all updates and information as you receive it.

[What will happen to our private letting guests should the whole park have to close?](#)

The safety of all our staff, guests, owners and private letting guests is of the upmost importance to Away Resorts. You will be advised as soon as possible and you should ask guests to head home as soon as you are told. You are responsible for keeping your guests informed at all times.

[Will you reimburse us for our guests if the facilities or Park has to close?](#)

Please note that any private lettings have a contract with you, not us and therefore it is your responsibility to update them, refund them or change dates and manage accordingly.

Should our facilities close, we will reimburse any pre-paid private letting guest's entertainment passes as appropriate.

[What if one of our private letting guest's contracts COVID-19 - what should we do?](#)

Please contact your General Manager on the Park as soon as you can. They will seek immediate advice and advise what should happen next. You should ask your guests to leave the park, avoiding all public transport.