

Welcome back!

It's so great to have our owners back
on park, we've missed you!



Sandy *Balls*

Hello and Welcome back!

We cannot tell you how happy we are to welcome you back on park tomorrow – it has been a long few months and our Beautiful park has not been the same without you!

We hope you are all safe and well and excited to spend some time back in your Holiday Home for the summer months and beyond. Covid-19 has been difficult for us all but as you know we have had a skeleton team on park that have been working hard to ensure everything is looking as good as it can be for your arrival back.

Whilst we are all back on park things will not be the same for a little while. There are certain measures we have and will continue to put in place for your safety and the safety of our team on the park. We can open some facilities safely but it is important you read this document and make sure you understand what has changed and the expectations we have from you, our owners.

This information will inevitably change and need updating as we move forward and we will keep you updated as we go. Please also make sure you follow Government advice closely.

Meet the team...

We have had a few changes to the Team since you last saw us. Clare Watkins has moved onto pastures new & has headed closer to home to spend more time with her family in Wales. I am sure you will agree we wish her well and thank her for her time here at Sandy Balls.

Adrian Evans *General Manager*

Adrian is the new General Manager here and has been with Away Resorts for many years now spending almost 10 years as General Manager at another of our parks Mill Rythe Holiday Village on Haying Island.

He knows the Holiday Park business particularly well having worked in it for nearly 30 years and is very much looking forward to his time at Sandy Balls. You will soon hear more from Adrian as we progress through reopening and beyond.

Catherine Andrews *Guest Experience Manager*

Catherine joined just before lockdown and she brings a wealth of Holiday Park experience following 8 years at Blackmore Vale Leisure and 7 years at Rockley Holiday Park.

Her role now being Guest Experience Manager looking after the needs of our Owners and making sure our holidaymakers have the best time with the best service. Catherine also heads up three of our key departments here including Maintenance, Accommodation and Guest Services.

Keeping you and others around you safe

Following previous communication, we want to remind you of the important things to remember whilst on park.

IMPORTANT

The most important things to remember whilst you are on the park are:

- Wash your hands – for at least 20 seconds with soap and water
- Keep your distance – please respect space and maintain a 2m gap, social distancing between you and others
- Cover your mouth and nose when coughing or sneezing – catch it, kill it, bin it
- Do not try to access closed facilities – a list of what is open can be found on our website
- If you have any symptoms of COVID-19 you must inform the General Manager and return home immediately, not using public transport where possible
- Keep your windows open in your Holiday home where possible

COMMUNICATION

If you need to speak with members of the team, please call or email rather than heading into Guest Services. Your team can be contacted on:

Sandyballsguestservices@awayresorts.co.uk – Enquiries email

01425 651225 – Enquiries Telephone

FOR YOUR SAFETY

You will now see the following safety measures around the park, please make sure you pay attention to these:

- 2m roundels on the floors to remind you to keep 2m apart where possible
- Hand sanitiser stations – please use these, especially before entering any facilities
- Sneeze screens in key locations
- Only minimum numbers of people are allowed in guest services and key areas at any one time. You will see posters at the entrance to advise and remind you not to enter unless OK to do so
- One-way systems are now in place where possible – please make sure you stick to these routes for your safety

PLEASE NOTE

- Social gatherings of large parties in your holiday homes are not allowed – please refer to the latest Government advice on mixing with groups of people outside of your household
- Please be sensible and respectful. When moving around the park, be mindful of those around you and their personal space



Team Training

There are many bodies we have been working with and taking advice from during this period, including and not limited to:

- The Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health 2002
- The Management of Health and Safety at Work Regulations 1999

All our Team members have completed additional COVID-19 training that will help protect them and you. From the additional risk assessments, cleaning of key spaces on the park, having a clear desk policy, to wearing appropriate PPE when required.

If you have any questions regarding this, please do speak to guest services.



Outstanding Maintenance Jobs

Whilst we are continuing to push forward with outstanding tasks, please be patient, it will take time for suppliers to re-open and do it safely.



Private letting

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 home owners 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.*



Subletting your holiday home with us

We will do our best to sell your holiday home, and we are hoping that demand for UK holidays will indeed be strong this summer and beyond. We are already seeing great booking numbers for 2021.

And as part of our commitment to keeping our holidaymakers and team safe, we will ensure that every holiday home has a mini deep clean prior to check in. Our team will wear disposable gloves, masks, and aprons for cleaning.

Our PPE will be double bagged, stored securely for 72 hours and then thrown away. If a guest is suspected to or is confirmed to have Coronavirus, they will be sent home and the accommodation left for 72 hours before receiving a full deep clean. We promise to do all we can to keep letting your holiday home and do it safely.

I would like to amend or add to my owner's dates, who do I contact?

We have enclosed an owners dates calendar, please complete and return to the park by email :

lesley.ryder@awayresorts.co.uk
or by post to the park address.

Will I need to re-clean my holiday home before you let it?

Between let's with us, we will clean the holiday home. When you use your holiday home you must leave it clean after use, ready for subletting again.

Can I leave any personal belongings?

For everyone's safety, we ask for all personal belongings in your holiday home be removed. This includes DVD's and guest feedback books. If you have left any belongings in your holiday home, please contact the park by email who will remove the items and arrange a suitable time for you to collect them.



My gas and electric certificate have expired during lockdown?

It is up to you to ensure your holiday home is suitably certificated and insured, copies of these to be provided to the park.

Are Away Resorts discounting holiday prices to reflect the closure of facilities?

On the 15th May we announced our book with confidence commitment - please refer to our website for further details. Any guests who booked before this date are being offered a free date change or 10% holiday credit off their next holiday.

Please be rest assured, it is in everyone's interest to maximise the booking value. However, in uncertain times that we are experiencing, we do not know what, if any further discounts will be applied.

I would like to withdraw from the sublet scheme, how do I do this?

We know everyone's circumstances are different, so please contact the park directly to talk it through with your Guest Experience Manager.

Whats open

For a full list of what's open and things you need to know please visit our website at <https://www.awayresorts.co.uk/sandy-balls/whats-open/>

Private pass prices

There is currently no charge for facility passes at this time. Please note this is subject to change. If you are obtaining them for private letting guests, you must make it clear that use of the facilities is not guaranteed. They must pre-book activities and everything else is on a first come, first served basis.

We also recommend you send them the 'what's open' link to help meet their expectations. Remember, it is your responsibility to make sure they are kept up to date with what is available and how it is made available at this time.

Collection of private letting customer data

As part of the Government update to allow us to re-open, we have to ensure we hold all customer data for anyone on our parks at any one time. This is part of the track and trace scheme that will help to prevent the spread of COVID-19. Please see in the information in the email sent to you on expectations for this.

Booking activities & Aubrey's Bar & Restaurant

We are operating reduced numbers for all activities and in our restaurant. Please make sure you pre-book all activities and for reservations in Aubrey's Bar & Restaurant on the APP or online here <https://sandyballs.sports-booker.com/>

<https://www.awayresorts.co.uk/sandy-balls/book-table>

Due to the warm weather and extreme risk of fire, we are currently at this time, not allowing BBQs. This is in line with advice from Forestry England. They will not be sold in our shop. Thank you.



Sandy Balls

Continuing to update you

We will continue to update you the best we can as we move forward each week and in line with government advice. Please make sure we have an up to date email address for you or that you follow us on our 'Third Place Social' page on Facebook if you do not already.

We also have a hygiene key for use on park for you, which helps minimise the use of your fingers with doors, lifts and pin codes. Your team will pass these on shortly, one per holiday home.

But for now, relax and make a cuppa (or have a tippie!), and enjoy being on the park again and in your beautiful holiday home.

We really are so happy to have you back!

Adrian Evans

Adrian Evans and all the Team at Sandy Balls