



## **Caravan Site - COVID Procedures**

In accordance with the Prime Minister's announcements on Tuesday 23 June, **we are excited to announce that we will be re-opening the caravan park for guests from Saturday 4 July.**

Your health, safety and comfort remains our top priority. We are therefore at this stage not re-opening our pub, shower and toilet facility. Instead we ask, at this time that our guests use their own facilities.

In order to open, we are required to adopt all of the applicable recommendations made by the Government's taskforce for recreation, leisure and tourism. Our detailed risk assessment can be found on our website.

### **Our Promise to You - Our Usual 5-Star Facilities for your Comfort**

Relax, our 'super sized pitches', separated by grass verges provide individual fresh water taps and electric hook ups solely for your use during your stay. Each pitch has a lawned area for lounging. We encourage you to bring your own outdoor seating so you have more than enough space for social distancing between you and adjacent pitches.

**Food & Drink** - Although our usual hospitality within The Crown may not be possible for your stay, we are operating a very popular Crown at Home fresh, restaurant quality, ready meal service. If you would like some tasty dishes, which you can easily warm up in your caravan/motorhome oven or microwave we would be more than happy to deliver food to you on a daily basis during your stay.

Orders for food must be placed by the Sunday evening prior to your arrival and will be available from the following Wednesday. As most caravans have limited fridge space we are more than happy to keep your food within our fridges and deliver to you as you require it during your stay.

We also have a wide range of handpicked wines, cidre and bottled beers available which we would be more than happy to deliver to your van door.

For further information about our food and drink offers and for ordering please visit <https://thecrownatmickleton.co.uk/crown-at-home/>



## **What You Can do For Us - New Procedures**

To support us in ensuring we provide the safest of environments for your stay we ask that you:

**Book in advance** - We appreciate you will want to book as soon as possible to 'beat the rush' that has already started. We have opened our online booking system which can be accessed from our website. Please use this method for booking. We would appreciate that your booking is made at least 24 hours in advance to ensure we can have the pitch available and ready for your arrival. We will not be able to accept same day arrivals. To adhere to the new track and trace legislation in the hospitality industry, you will be required to register each member of your party prior to arrival. We are required to keep these details on file for 21 days after your departure.

**Make full payment prior to arrival** - Your balance will be due 7 days before your arrival. You will receive an email reminder which will include an online payment link or you can contact us to pay over the phone. For bookings made within 7 days of arrival, full payment will be required when the booking is made.

**Arrive and depart on time** - Time and space are precious so please arrive after 2pm and not before to ensure that the pitch has been departed, cleaned and is ready for you. On the day of departure please ensure you leave your pitch by 11am to allow us time to prepare for the following guests.

**Use our contactless check-in** - We will send you arrival instructions via email a week before your stay, within this email you will receive a pitch number and instructions for entering the site. On the day of your arrival we will place a welcome pack in a bag on the water tap on your pitch. In here you will find all the essential details for your stay as well as your own personal hand sanitizer to use whilst with us.

**Pitch** - Please wash your hands for 20 seconds after using pitch service points and electrical hookups. Ensure all vehicles remain within your pitch boundaries. To keep numbers on pitches to a minimum we are currently not allowing day visitors onsite.

**1 metre plus social distancing at all times** - Social distancing **must** be practiced on site. This means no close interactions between people on other pitches as well as adhering to signage around the site. Please use the waste disposal area on a 1 in, 1 out basis. Observe current government guidelines for groups meeting outside and indoors.



**COVID symptoms** - We ask that if you or a member of your household have had symptoms in the 2 weeks prior to arrival that you adhere to social distancing guidelines and do not visit. Cancellations made due to you or a member of your household having symptoms will be refundable or transferred to an alternative booking. If any of your party show symptoms whilst staying please inform a member of staff immediately by calling 07784139020 and follow government guidance for testing.

**Cleaning, handwashing & hygiene procedures** - Throughout your stay please use hand sanitizer provided when touching shared facilities. Wipe down all shared facilities such as gate handles and taps after use. Dispose of any rubbish in the provided waste area.

Your custom and support, whether you are a returning guest or new to us, is deeply appreciated and we cannot wait to hear the sounds of happy guests back once again.