

Exe Valley Caravan Site Covid-19 Information



This information has been prepared in accordance with the following guidelines:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation> (Updated 20.8.20)

UKH UK Hospitality – COVID-19 Secure advice and risk assessments for hospitality businesses – (version 1.4 updated 11.08.20)

Please do not travel if you are showing any signs of the virus.

Check in

The reception/shop has been open throughout the pandemic as the villagers have been using the shop for their groceries and have been very supportive of us throughout. As a result, we have worked out what measures we need to put in place to do our very best to keep people safe.

There is a table outside the shop to stop people coming in. This is sanitised regularly. In order to maintain social distancing please move slightly back when shop staff are putting goods on the table. There is also hand sanitiser by the door for your use.

We will provide a contactless check-in as far as is possible.

On arrival, please stay in your car if there is already someone at reception and only come to reception once that person has moved away. Literature about the site can be downloaded before arrival to save us having to give you paper copies should you prefer.

We will provide hand sanitiser for you to use throughout your stay for when you need to touch taps or bins etc. We recommend that you sanitise before and after touching anything! Camping fees will be taken by contactless payment – please be ready to read out your card details. If you are uncomfortable in doing this please phone before arrival and we will take payment over the phone.

Sadly we will be unable to serve tea or coffee on your arrival.

Pitches

Every pitch has at least 8 metres between them and the vast majority are around 10 metres apart but please be mindful of distancing from others when choosing your pitch and setting up your unit. The pitch marker is the centre of the pitch so on one side of the pitch marker will be your caravan/motorhome and the awning will be on the other side of the pitch marker. Please do not put up a windbreak which takes up even more width of the pitch – they can be put up behind or in front of your unit. You may pitch as far forward or back as you wish. Please do not set up sideways unless your unit is less than 6 metres.

Shop

We have regular deliveries of milk and dairy, bakery items, fruit and vegetables and meat. Items will be readily available to buy but should you want something in particular it can be ordered in. General groceries can be seen from the doorway and we will put up lists of what

is available. Please ask if there is something you need but cannot see. There is also a good range of camping equipment. We now also have an off licence selling wine, spirits, local ales and local cider.

We will still be selling gas refills.

We are trying not to take cash but there will be a minimum spend of £3 in the shop for contactless payments. You are welcome to put money on a tab to use throughout your stay.

Toilets and Showers

The toilet block is now open but in a limited capacity. There is one cubicle open in each toilet and one cubicle in each shower open. Please use your own on-board facilities as far as possible. We are operating a one in, one out policy. They are regularly cleaned and there will be a waiting time whilst the sanitiser is doing its job. The doors and windows must stay open at all times.

The disabled shower/wet room will remain locked but should you require disabled facilities, please ask for the key at reception.

Chemical waste

The chemical waste disposal room will remain open. It will be regularly thoroughly cleaned and will be closed for short periods whilst sanitiser is doing its job.

Please operate a one way system which will be explained on arrival.

The door of the chemical waste room will remain open at all times.

Additional hand sanitiser is available in the room.

Washing up and laundry room

We are sorry but this is still closed. Please bring enough clothes for your stay. Guests staying for two weeks or more may book a day to use the laundry room which will be thoroughly cleaned before use. If this poses a problem for you please speak to reception. We will provide Dettol laundry cleanser. Please use this in your wash.

Huts

The WIFI/Information hut and the telephone hut will be closed. Walks and drives are available to download before arrival or copies can be obtained from reception. Packs of leaflets about the local area are available from reception.

Bins

We have removed the small bins from the bin compounds along the site. Please use the large bins by the compound at the entrance to the campsite. They are clearly labelled.

Please remember to sanitise your hands before and after use. We will sanitise them regularly.

Taps / grey waste

Please use your sanitiser before and after touching any taps. We will also sanitise these regularly.

Electrical hook-up boxes

These will be sanitised regularly. Please use your sanitiser when using them.

Television hook-up

We will continue to lend TV aerial leads should you need to borrow one. You may prefer to bring your own. We would recommend that you have at least a 20 metre lead. We have leads available to buy in the shop if you prefer. We will sanitise the leads before lending them out. When you have finished using it please return it to the box marked 'Returned cables' by reception.

Going out

Please be mindful that people in our village and surrounding areas, although supportive, are quite wary of the campsite re-opening. We have worked hard together as a village to keep the virus away.

Please ensure that when you go out you take your sanitiser with you and use it when touching anything. This includes gates when out on walks and before and after going into shops etc.

Visitors

Please be advised that we are not allowed to accept day visitors onto the site at the moment.

Pub

The Badgers Holt has had to close as the Landlord has broken his knee. Takeaway is available on Fridays, Saturdays and Sundays from the Royal Oak in Winsford <https://www.royaloakexmoor.co.uk/take-away-menu>. The Rest and Be Thankful in Wheddon Cross is open for meals and drinks <https://restandbethankful.co.uk/>.

Finally, we are here to help you. Please let us know should you have any concerns and if there is anything we can do to help you during your stay.

Updated 26th August 2020