

Why is Social Distancing so Important?

We want you to continue to enjoy our Holiday Park, but we have had to adjust and make some changes. Since Coronavirus (COVID-19) pandemic the UK Government have introduced guidelines for businesses and the general public to adhere to. This is to reduce the spread of the virus. This guidance is for everyone, including children. We all have an obligation to follow this course of action to ensure safety to customers, work colleagues and ourselves
We will not operate if our staff are not safe.

Our Key 5 Steps

1. **Looking after our Team:** We have carried out a COVID-19 risk assessment in order to ensure that we can all follow the correct procedures.
2. **Safe Socialising:** Social distancing throughout our facility for our team and customers.
3. **Cleaning Monitoring:** Increasing the cleanliness in the venue, focusing on key ‘touch points’.
4. **Hand Sanitisers:** Available at the main entrance to reception and the entrance to the Restaurant.
5. **Reduced Contact:** Taking steps to reduce contact with the customers and have contactless payments only.

Customer Journey to Safer Socialising

We expect our team members to follow our procedures implemented following the COVID-19 risk assessment. We therefore ask that our Customers to follow ‘**Safe Socialising**’, As well as keeping to these rules the government has implemented.

- Please do not come to our venue if you or any member of your party shows symptoms of COVID-19.
- We have sanitise stations throughout the main building.
 - When you enter the main building
 - When you enter our restaurant.
 - Down the corridor where our toilets are.
 - Outside the changing rooms (for Leisure facilities use only)
- We have Perspex screens in our reception area.

THE CUSTOMER JOURNEY – LEISURE FACILITIES SAFER SOCIALISING

- Most of our leisure facilities will be open for you to enjoy. However, we will have to limit the number of people in each area at one time to ensure social distancing is maintained.
 - Gym maximum 12 people
 - Swimming Pool maximum 20 people
- You therefore **must book** before you arrive at the Leisure Facilities by phone. These will be one-hour slots, staggered between the gym and the swimming pool to assist with social distancing in the changing rooms. The one-hour slot includes time in the changing rooms before and after the session. If you would like a longer session, you are more than welcome to book a double slot. (This is at the same PAYG price)
- We will only be accepting card payments at this time.
- If possible, gym users to arrive and depart in their gym gear to assist with social distancing in the changing rooms.
- You will be required to wear a face mask in the reception area and corridor. As soon as you enter the changing room area, you may remove the mask.
- Some toilet cubicles, showers and lockers will be out of use in order to assist with social distancing.
- We will conduct regular cleaning of shared surfaces, changing rooms and our public spaces throughout the day.
- We advise gym users to bring disposable sanitising wipes to clean the equipment before use rather than a towel.
- We may need to briefly close areas throughout the day to carry out further deep cleaning and sanitisation. This is incorporated in the hourly booking sessions.
- There is signage and notices throughout the facilities.
- If you use the main toilet facilities, we ask you to be alert and stick to only 2 people in the toilets.

Remember the Government Social Distancing Guidelines

Our processes and precautions will be under constant review and this guide will be updated with the latest information when these change. We will, of course, always comply with all government regulations and more.

Please go to www.gov.uk/government/publications/staying-alert-and-safe-social-distancing in order to get the latest guidelines.

How to Raise a Concern

Everyone adhering to the guidelines has helped to reduce the transmission of the coronavirus in our communities. As the UK moves to each phase in our fight against coronavirus, the most important thing we can do is to follow these at **all times**. If at **any** point you have any concerns on how we are managing these risks, please contact our Leisure Manager: Joe Harrison leisuremanager@woodland-park.co.uk.