

COVID-19 PARK RULES

These new COVID-19 Park Rules will be enforced from our first date of opening until all government restrictions affecting holiday parks have ended. These rules have been drafted with either advice or instruction from The BH&HPA, UK Government and Scottish Government.

In order to gain access to park we must have your written confirmation of receipt, understanding and intention to adhere to these rules. A simple, signed email, letter or text stating "I have received, read and agree to abide by the new COVID-19 Park Rules" will suffice.

1. You must not come to park if you have been advised to self isolate by relevant authorities.
2. You must not come to park if you have any of the following symptoms:
Fever New persistent cough Loss or change in your sense of taste or smell
3. Before entering the park (that is collecting keys or going through any of the gates) you must take the temperature of all persons in your vehicle using our Auto Scan Thermometer at the Steadings Spa entrance. You must use the hand sanitiser before and after use and if any person has a temperature of 37.8C or greater then all must return home and contact www.nhsinform/coronavirus or call 111 to arrange a test. This applies to everyone visiting and upon each visit – owners, guests, cleaners, tradespersons etc. The area is covered by CCTV and if anyone is found to have entered park without carrying out this check then they will be instructed to leave park, with services being cut to the offending holiday home until it is vacated.
4. At all times and without exception, you must keep a distance of 2 meters between yourself and everyone else on park who is not staying in your caravan, lodge or touring van. Persons not adhering will be given a warning with eviction from park following a second offence.
5. You must keep out of any communal area while another person is in that space – that is the key safe area, the bin compound and the mail room. You must stay 2 meters away until that person has vacated and then use the hand sanitiser provided prior to entry and after exit.
6. If you fall ill during your stay you must return home immediately and arrange a test by contacting www.nhsinform.scot/coronavirus or calling 111
7. No social or group activities are to be held on park, even with social distancing. The consumption of alcohol can lead to mistakes and lapsed judgement so only consume alcohol within your own caravan, lodge or touring van and not with anyone other than those staying therein.
8. If you require any form of assistance you must call or email reception or call the emergency 24hr number out of hours (9am – 5pm). Staff are never to be approached directly.
9. All holiday homes must have a closed top bin with disposable liners in which used tissues, handkerchiefs etc can be disposed.
10. All waste must be double bagged and tied tightly before being disposed of.
11. Any persons on park who do not have their dogs on a lead at all times and without exception will be instructed to leave the park immediately.
12. For those who hire, you must ensure you either have or provide your cleaning staff with single use disposable personal protective equipment (PPE) to include gloves, apron and face mask. PPE, mop heads and cleaning cloths are to be disposed of after use in each unit. They are never to be used in more than one unit. If found to be breaking this rule we will condemn the holiday home until someone else arrives with new, unopened cleaning equipment.