

## LOW FARM CAMPING COVID ARRANGEMENTS

Updated effective 03 August 2020 – to be review regularly as government guidance is updated

We are all aware of the current health situation regarding Coronavirus and staying safe while outside our homes. Low Farm Camping have reviewed our facilities and want to ensure that while remaining safe, we all have a relaxing and enjoyable camping experience.

1. It is important that you do not attend the site under any circumstances if you or a member of your household are displaying symptoms of Covid-19. These are advised by NHS England as a high fever, a new continuous cough or a loss or change in your sense of smell or taste.
2. The site cannot accept households who have been instructed to isolate or are self-isolating.
3. If you become unwell during your stay, we expect that guests will adhere to the government guidance and return home to self-isolate. We will be happy to provide a credit for a return visit.
4. We expect that anyone booking to stay with us will adhere to the latest government requirements regarding overnight stays with individuals that are not in your household.
5. Government guidelines on Social distancing (from anyone not in your household) needs to be strictly adhered to at all times while on site.
6. Contactless payment: Payments are ideally taken via BACS transfer or card for the safety of our staff. Your payment needs to be made in full prior to arrival. Please contact [stayatlowfarm@gmail.com](mailto:stayatlowfarm@gmail.com) if you require other payment arrangements.
7. Contactless Check-in: Maps (pitch allocation and directions), area information, Terms and Conditions and contact information will all be provided by e-mail to guests prior to arrival. You can simply pitch up to the allocated pitch.
8. The office will be closed. Staff will be available by telephone (number provided in your contactless check in pack) to our guests. We will strictly adhere to social distancing measures if we need to attend your pitch.
9. Toilet and shower facilities will be available. While we have implemented increased hygiene measures, each individual guest must make their own decisions regarding the risks associated with using these facilities. We stress these are shared facilities, and we cannot mitigate any and all risk. It is recommended that where possible, campers provide their own facilities.
10. All gates on the site will be open and remain open to prevent touch points
11. Water access points will have hand sanitiser stations available. Guests are advised to sanitise their hands before and after using the water taps.
12. Children under 12 must be accompanied by an adult (over 18) at all times when they leave the designated pitch space.
13. Pitch allocations will be spaced to ensure appropriate distance between guests and guest groups, while still allowing for the enjoyment of the pitch. It is important for all guests to respect their pitch allocation to ensure these measures are adhered to. **Please do not pitch up at a vacant pitch.**
14. Washing up facilities will remain open for use. These can only be used by one household at a time. When leaving the facility, we ask that tap handles are cleaned before leaving. We ask for everyone's cooperation in sharing this facility under those arrangements.

We have tried to ensure that you are able to freely enjoy the site almost as normal to allow for a truly fantastic camping experience. We do hope that guests will use a common sense approach to staying with us in these times and that our guests will make their own assessment of risks that staying with us may pose to their particular health situation.