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CamperHoliday COVID 19 Guest Advice

We are delighted that you've booked with CamperHoliday and we hope you are excited about your pending adventure.

In line with our Risk Assessment, we have introduced some extra precautions and advice to enable everybody on the site, both guests and staff, to reduce the risk of Covid 19.

Before you travel

First and foremost, please do not travel to collect the van if

- **you have any symptoms of Coronavirus**
- **you have tested positive for Coronavirus**
- **you are isolating because you have been in close proximity of someone who has tested positive for Coronavirus.**

Covid-19 symptoms are one or all of the following

- A new, continuous cough
- A high temperature
- A loss or change to your sense of taste or smell

Please call us or get in touch as we shall be happy to re-arrange your CamperHoliday for a time when you are no longer showing symptoms or you have recovered from the illness.

What you can expect upon arrival at CamperHoliday

1. Please remain in your vehicle until either Jo or Ian has indicated that you should get out. We are trying to keep separation between other guests and cleaning staff to minimise risk of transfer.
2. Before getting out of your vehicle please ensure that you are wearing a mask.
3. After exiting your own vehicle Jo or Ian will invite you to use the hand sanitising station at the site entrance.
4. Both Jo and Ian shall be wearing masks and will similarly sanitise their hands prior to showing you around the van. Only one of us can show you around the van as Ian and I are trying to maintain a social distance to create contingency within the business.
5. For your peace of mind, the vans have undergone a four hour clean prior to your arrival and, in addition, we then use an ozone machine in the van. Ozone is a safe and natural gas with disinfectant properties proven to kill the Covid-19 virus. It leaves a faint smell that you may associate with swimming pools since swimming pools often use ozone as a disinfectant.
6. Also for your peace of mind all equipment on board the vans is removed and cleaned upon return of the vehicle and is also put into a rotation system so that there is a minimum of 72 hours between different guests using the equipment. This includes, games, cooking utensils, fold up chairs, tents, tables etc.



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7. Hand sanitiser is provided in the front of the vans as well as in the games box in the rear of the van.
8. All vans contain a cleaning caddy which contain disinfectant spray, handwash and other kitchen cleaning products.
9. We have no toilet facilities for guests to use at the CamperHoliday site. Toilets may be accessed at Costas in the village of Holmes Chapel and you will find a car park at the rear of the Costas building.
10. Please do not bring family and friends to see you off. We will be happy to video your departure and if you do not wish us to post it on social media we can transfer the file for you to send to your family and friends privately.
11. You will need to sign some final paperwork as you depart and we encourage you to use the hand sanitiser in the van once you have done so.



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Whilst you are away

1. Maintain your bubble by discouraging other children and people into the van. Children make friends easily and there are games on board the van that they play with outside, but please encourage outdoor play rather than indoor play. Similarly, adults are often curious about our vans. We have business cards in the van with our contact details and website on them, encourage them to look at our photos and videos on social media rather than allowing them into the van.
2. You will find hand sanitiser at all contact points around your campsite but it pays to carry your own because, occasionally, a sanitiser point may become empty. If you find an empty sanitising point, please let the campsite know as we are certain they will make it a priority job to fill it back up.
3. Disinfectant wipes, including environmentally friendly ones from Ecozone, are a good idea to carry with you. Campsites have increased cleaning frequency of communal block but do consider taking a few minutes to wipe down a shower cubicle with some disinfectant wipes before you get in it; but please ensure that you dispose of the wipes properly so as not to cross contaminate elsewhere or someone else.

4. If you develop symptoms of Covid 19 whilst you are away, do not ignore symptoms and hope for the best, please follow these instructions very carefully

- first and foremost, remain calm and contain yourself and the other members of your party inside the van immediately, ideally wearing masks to limit further infection.

- please phone Ian or Jo using the numbers at the top of this document. We are here to help and support you. If your mobile signal is poor, trying texting us. **Do not leave the van unless all attempts at telephone communication with CamperHoliday and the campsite have been exhausted for at least an hour.**

- **if you do have to leave the van to access help then please do the following in this order**

- 1) Open the van door and have some sanitiser easily to hand
- 2) Put a face mask on
- 3) Wash your hands for at least 60 seconds in the van sink
- 4) Sanitise your hands
- 5) Do not shut the van door behind you, get another person in your party to do this or leave it open if you are travelling alone.
- 6) Touch as little as possible whilst trying to seek assistance
- 7) Step back from anyone who comes to your assistance.

- if you are on a campsite you may have received information in advance of arrival with instructions for what to do in the event that you develop Covid-19 symptoms. Check your email inbox and text messages to try and find this information.

- **if you are well enough to drive** it may be that you can book an appointment at a local walk in or drive through test centre nearby. You will need be required to isolate in the van until the result comes through. You will need the help and support of the campsite to do this as they will need to isolate a toilet for your sole use.

- **if you test positive or you simply wish to return home as quickly as possible the best**



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option may be to drive back to base, but please do not do this until you have spoken to Jo or Ian. You may need to seek assistance from the campsite owner to make sure that you can leave the campsite without having to stop for fuel, food or water - we will help to make sure that you are as ready as possible to undertake the journey whilst minimising the contact points that you have to make along the journey. The campsite management will need to know that you have symptoms, regardless of the outcome of any test, so seeking their assistance to get you safely home is no great shakes and we can help you to do this if you'd prefer.

If you can get to CamperHoliday base without refuelling please do so. We will refuel for you once the van is cleaned and will recharge the cost to you.

If you must refuel please do the following in this order

- 1) Open the van door and have some sanitiser easily to hand and locate the emergency plastic gloves in the driver door
- 2) If you are not already wearing a mask to protect others in your bubble, put a face mask on
- 3) Sanitise your hands
- 4) Tip the plastic gloves out of the plastic bag and put them on
- 5) Close the van door using your shoulder
- 6) Refuel using pay at pump if possible
- 7) Pay at window if pay at pump is not possible. If the attendant invites you to come inside please advise them that you have just started with Covid-19 symptoms, are travelling directly home, and feel it would be safer if you paid at the window.
- 8) Remove gloves and dispose of in bin.
- 9) Continue your journey.

Upon arrival at CamperHoliday we will ask you to park the van in a specific location, connect to electric hook up, place the ozone machine in the van and turn it on. This is to minimise the risk of cross contamination to CamperHoliday staff, including our wonderful cleaners.

If you need further food, fuel or water supplies to continue your journey home in your own vehicle we will arrange these in advance of your arrival back at CamperHoliday.

If you need to use the CamperHoliday toilet we shall make it available to you and will ask you to leave the door open as you exit the toilet.

Our goal is to minimise the contact points that you have to have between realising you have symptoms/testing positive and getting home.

- ***if you are not well to enough drive*** Jo and Ian can either help to get vehicle insurance cover for another member of your party **or** to arrange for the vehicle to be recovered if you need to receive medical attention. Our priority is to keep you, your party and other people safe.



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Upon your return

We look forward to happy, smiley faces when our guests return, however, we do ask that you share them with us before you don your masks to unload the van into your own vehicle.

Exactly as you did upon arrival, please remain in the van until Jo or Ian invite you to disembark, wear your mask and use the hand sanitiser.

We are required to ask you if you have experienced any symptoms whilst you have been away or had a positive covid test – please don't be offended by this.

If you do experience symptoms or test positive following your return please let us know. We can take further steps to protect against further spread if we know about it.