

Kilbroney Caravan Park pre-visit information

Thank you for choosing to stay at our beautiful Kilbroney Park. To ensure your continued safety on site we have introduced a number of COVID-19 specific procedures and practices. Please read these carefully before visiting:

Pre-arrival

- **Do not** visit the Caravan Park if you or any member of your party currently has or has had COVID-19 symptoms in the previous 14 days. If this is the case, please contact Visitor Services on 0330 137 4046 for advice.
- Please ensure that all members of your party are fully aware of our site rules and regulations (available on website home page). Upon arrival the guest who made the booking will be required to give signed confirmation that their party are in full agreement with these.
- Bring sufficient soap, hand sanitizer and surface cleaning products to ensure that hands and surfaces can be cleaned regularly throughout your stay.
- Check in times are strictly between 2pm and 8pm. The office is not staffed after 8pm so arrivals cannot be permitted after this time. If a late arrival is unavoidable guests **MUST** call ahead to make alternative check-in arrangements. Please call Visitor Services on 0330 137 4046 and you will be re-directed to the Park itself. Please note Kilbroney Park no longer has a direct dial number.

Check-in

Access to our reception office is currently restricted to one guest at a time. To check in follow the steps below:

1. Park your vehicle prior to the entry barrier leaving sufficient space for other vehicles to enter safely.
2. On approach to the reception office you will find that the door is locked. If another guest is inside then please wait outside, maintaining a safe social distance from other waiting guests.
3. Before entering the office please sterilize your hands thoroughly using the hand sanitizer provided. Once you have entered the office the staff member will re-lock the office door.
4. Site access keys are issued subject to a £20 cash deposit. Please ensure that you have this amount on your person during check-in.

During your stay

- To ensure the safety of Guests and Staff it is essential that you inform site staff immediately if you or any member of your party experience covid-19 symptoms throughout your stay.
- Please maintain a safe social distance from other guests at all times. Parents/guardians are responsible for ensuring that children adhere to this guidance.
- **Awnings and outside spaces**
Only the front facing entrance of awnings should be used. This will help create a safe social space between neighboring pitches.
- To promote safe social distancing please ensure that your outdoor dining/recreation space is located a sufficient distance from that of neighboring guests.
- **Handwashing**
Please ensure that all members of your party wash their hands thoroughly and more often than usual.
- **Public Amenities**
 - Before entering any of our amenities (toilets, shower block, sluice and bin compounds) please use the hand sanitizer provided.
 - We have increased the regularity of our cleaning cycles. We have also removed a number of sinks, hand driers and urinals from service so as to increase the safe social distance between users.
 - Please assess the number of persons within amenities prior to entry and if necessary wait outside until safe social distancing can be observed.
- **Check Out**
Check out is strictly no later than **1pm**. To manage safe social distancing at the reception office it is essential that all check-outs are processed prior to the start of check-ins.

Your safety is paramount to us. If you have any concerns throughout your stay please do not hesitate to inform a staff member or call 0330 137 4046 (Visitor Services).