



## **Covid-19 Government guidance for the public**

The main symptoms of coronavirus (COVID-19) are:

A high temperature – this means you feel hot to touch on your chest and back (you do not need to measure your temperature).

A new continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).

A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

If you or anybody in your household have any of these symptoms, get a test to check if you have coronavirus and stay at home until you get your result.

### **YOU MUST NOT COME TO NORTHAM FARM**

#### **WHEN YOU BOOK WITH NORTHAM FARM**

Northam Farm will be operating very differently due to the coronavirus pandemic. We wish to keep our visitors and staff safe.

The government has given strict guidelines about who can stay. Overnight stays are permitted within social contact limits, in groups of up to 6 people or as 2 households/bubbles. People should stay socially distanced from anyone they do not live with and avoid mixing indoors wherever possible. **Day visitors are now allowed but the names of those visiting must be given for Test and Trace.**

Your holiday must be paid for in full prior to arrival. See our Terms and Conditions to find out when it should be paid. If you need to amend any of your booking details, please contact Holiday Park Reception prior to arrival.

If you need to cancel your holiday due to the coronavirus, you will be offered a full refund, a credit note valid until November 2022 or we can change your dates to another time.

#### **NHS TEST & TRACE**

Northam Farm is legally required to keep a list of all our visitors and make them available when requested by NHS Test and Trace or local public health officials to help contain cluster outbreaks. You will be asked for the names of those staying when you make your booking with us. All Northam Farm Reception buildings will also display a NHS QR poster as an alternative to provide details.

#### **OPEN: TOILET AND SHOWER BLOCKS**

Our toilet and shower blocks will be open from Monday 17th May as per Government guidelines.

The Seagull Inn will remain closed this season. We may be able to open Scotty's Bar if things improve.

#### **WHAT TO EXPECT WHEN YOU ARRIVE AT NORTHAM FARM**

The rules are no different here than at home. Please show consideration for the local outside community.

**Check in time is from 10.30am.** On arrival, you will be met by Security who will hand you your passes and any relevant information to help you have an enjoyable holiday with us. You will then be shown to your pitch. Please show consideration and patience during busy times.

**Depart time is 10.30am.** However, during quieter times you can request a later check out at no extra charge. This is not possible on WatersEdge, Lakefield Hardstanding, Hillview Hardstanding or disable pitches. Please ask in Reception.

Face masks must be worn in ALL Northam Farm buildings unless you come in the category where you are exempt.

Any person found to have no legitimate reason to be on Northam Farm parks will be told to leave immediately. If this request is not complied with, it may be necessary to seek the help of the police.

**THE CHILDREN'S PLAY AREAS ARE OPEN. CHILDREN MUST BE SUPERVISED AT ALL TIMES AND SOCIAL DISTANCING MUST BE ADHERED TO.**

**Families must stay together, children must not be allowed to go off on their own so that they do not, albeit inadvertently, break social distancing rules.**

Remember to maintain social distancing when emptying waste or filling up with fresh water.

Wash your hands more frequently and use the hand sanitisers that are positioned around Northam Farm.

The fresh water taps will be regularly sanitised.

**Northam Farm "Bar & Takeaway"** will be open to Northam Farm guests only. On arrival you will be issued with a "Bar Café Pass". **You will need to show this when you are using this facility.** There is limited capacity so first come first served. We also ask that you do not invite friends who are not staying on Northam Farm to join you. Please respect the social distancing measures we have put in place.

Our Accessories Shop located in Holiday Park Reception will be open. We have stocked up on toilet chemicals. We will also do Calor Gas exchanges. Where possible, pay with contactless debit or credit cards.

Our Premier Shop will be open as usual with social distancing measures in place. Linda and Bob are looking forward to welcoming you and appreciate all the support you can give them, especially with a shortened season.

If you have a problem whilst staying, email or telephone Holiday Park Reception wherever possible. Do not approach the Wardens or Ground Staff. When Holiday Park Reception is closed, Security will pick up your telephone calls.

As things improve and hopefully the coronavirus pandemic is brought under control, these procedures will be reviewed.

Finally, we ask that you show respect and patience to all our staff, especially those who may be undertaking different roles at this time. Thanking for your co-operation. Let's all stay safe and get through this.