

Camping in 2020, with threat of COVID19.....Step 3 (24/6/20)

Well what a year... this year is back to basics and real camping for you.

We are planning to open 4th July 2020

We really will endeavour to deliver a fun holiday, whilst keeping people as safe, we welcome your whole family's cooperation at these times

To receive this notification, you will have a booking or reserved a pitch with us. We would like to outline measures we think will have to be implemented to keep you and us safe.

It is very important you read all of this (sorry)

1) Here is what we think we can do

We have planned to run on a slightly reduced numbers on site.

- a) There can be a maximum of 5x7m total living accommodation per pitch (sorry but 7 man tent means no gazebo too.)
- b) Pup tents form part of the overall total allowance 5x7m. Small tent and pup tent fine. Big 7 man tent and pup tent will not be allowed
- c) We will be parking all cars in the car park (40m away from the ring) and really sorry no second cars will be allowed during this year. [Here is a link to the map.](#) We have negotiated car parking at the top of Watergate bay at owner's risk. Car parking money paid to us will be directly paid to the farmer.
- d) There will be an opportunity 9.15 – 11.30, to buy essentials from the farm shop, e.g. order milk and bread for collection the next day. Essentials can be purchased during afternoon 3-6, provided no check-in is in progress. We hope to source to order fresh produce and ready meals too. Cough bakery will not be delivering, so no croissants!
- e) We will not be able to run the kitchen facility,
 - i) Therefore no fridge/freezer available and
 - ii) washing up will be the old-fashioned way – you boil the kettle and wash up in a washing up bowl (we will provide some bowls) at a 2m table provided for you or at your pitch. Water going in the hedge rows.
- f) The big one for a lot of you! We will allow camp fires but only 1 family per pitch, no multi pitch gatherings unless 2 families have adjoining pitches – still subject to social distancing, fire and cooking has to be arranged in middle of those 2 pitches. Logs can be bought in the morning before 11.30 and will be put out for you during the day.
- g) We will provide hand sanitising gel, before going into the public toilet and shower areas.
- h) Close the showers and toilets approx. 1pm and 10pm (less popular times) for a deep clean. Whole facilities will get a viricidal fog in early hours of morning.
- i) We are trying to connect up to takeaway services who will do a nightly drop at an agreed time which you pre order and pay for with them direct.
- j) We are known for our street food providers who will come on site and cook and you eat at your pitch. We have a couple of these with COVID certificates who have agreed to cook on site in an evening. You will be able to order cream tea hampers.
- k) No Craft and communal activities, sorry.

- l) Appreciate if everyone would keep to current social distancing when talking to each other
- m) To help with social distancing there will be a 1 way system operating on site this year for walkers and cars. Please see map.
- n) No children riding bikes on site - Sorry but we thought long and hard about this we just cannot create the room and social distancing for people as they ride around. And the Car Park will be full too.
- o) There has been Facebook talk of people bringing their own showers.. We cannot handle that quantity of water on a pitch. These will not be allowed at Coastal Valley.
- p) A portaloo in your tent/van is fine, but please tell us so we can show you where to empty chemical waste

2) Here is what we need you to agree to...

- a) Pitches will be available ONLY for members of the same household to share. As of 4th July linking with 1 other family.
- b) Social distancing of 1 metres will operate across the site for members not of the same household.
- c) We would like you to be fair and not come if you have been in contact with a suspected case or show ANY symptoms. Be prepared to have your temperature checked, or be asked questions about this.
- d) It is advised to wear face masks at all times in toilets and public areas.
- e) So sorry but no hair dryer facility in ladies.
- f) Make up, hair, personal hygiene is done in your own individual tents, not in the communal sinks.
- g) Only hand washing in communal sinks after using toilet.
- h) Please bring a personal supply of wet wipes, disposable gloves, and hand sanitiser fluids, mirrors for putting on makeup etc, washing up bowls if at all possible
- i) Collect water in your own containers, you MUST wearing disposable gloves - we have increased the number of locations where water can be collected.
- j) Please contact us and arrange a check-in time.
- k) No one should be on site using the facilities if they have not checked-in
- l) But Fri is glamping change overs so less flexibility for us.
- m) Please contact us on your scheduled day of arrival with an accurate ETA to site. 3-6pm
- n) We have chemical disposal facilities so if you wish to invest in eco liquid and a chemical toilet you can empty on site.
- o) All dogs and pets must at all times be kept on a leash, not allowed to wander in any way between or around the pitches and not be petted by members of other households. Clearing up after your pet immediately is also of special priority please.
- p) No visitors, even if you have placed on booking form will be allowed on site this year... We thought this good practice but it has since become a government guideline.

3) Falling ill

- a) If any member of the family feels unwell prior to coming we ask you contact us, get a COVID19 tested and if it proves negative then come to Cornwall
 - b) Becoming poorly when in Cornwall. We ask you tell us immediately and travel immediately home. Self-isolating the infected person whilst packing up.
- 4) Restricted areas - we will follow the gov local advice for each area. But if there is a travel restriction on your area, you need to contact us and we will be in a position to cancel the holiday.

5) Families

- a) We are going to leave to each family to decide and enforce, organising of children mixing and playing together.
- b) Children should be taught to stand on the track to wait/chat to friends not run on to friend's pitches
- c) Please teach all your children the etiquette of NOT running across other people's pitches.
- d) Please politely respect all individual families on site
- e) Families who have multiple pitches booked cannot sit all together when on site, unless pitched together and layout agreed with Tanya and Andy. So sorry.
- f) It is still government guidelines to mix with only 1 family outside of your own.

6) Local facilities

- a) What is open, most attractions are opening but the big change this year is you will have to book a time slot.
- b) Joel is running his surf lessons, book on line through West Country Surf School.
- c) Bars and pubs are open with social distancing and plastic cups for beaches.
- d) Restaurants are insisting on bookings
- e) We can get fresh food items in for you but so as to avoid waste you need to indicate what you need and we get it in with in 1-2 days

So what to do now?

We welcome any comments and suggestions via email.

We have removed 25% of our pitches and taking no short break bookings, (unless booked prior to COVID19.) This reduces the turnover over of people on site and it significantly affects our income, we are asking a small contribution to the higher cleaning costs. You should see a covid19 surcharge on your booking to reflect this.

If you have paid a deposit.....

There are a lot of people still wanting to camp this summer. So if you -

- Wish to proceed, then within 48 hours, pay the remaining balance on your email reservation form. Or [click here](#)

- Wish to cancel as you feel this will not deliver the kind of break you wish, or cannot come, then comment on customer comments box how you wish to proceed with any monies taken. move the reservation to Sept, or a credit note raised. If there are any Foreign Visitors now you will get a refund of monies if unable to visit due to travel and quarantine complications.

or

If you have a reservation with no money paid against it...

- If you wish to proceed, pay the fees on your email reservation form within 48 hours. Or [click here](#).
- If you wish to cancel just write and tell us within 48 hours

If you wish to secure your break with us, it is important that you now finalise your booking within the next 48 hours. Unfortunately, Coastal Valley does not have the resources or systems to chase and we will cancel bookings if a payment is not made or we have not heard from you within 4 days of writing to you.

We have tried very hard to work out a way of running the site and keeping everyone safe within the Government guidelines. We really do welcome and thank you for your support.

We would like to ask you abide by the measures we have had to take as we feel this year will be particularly strenuous and stressful and we really dislike confrontations on site and having to enforce the rules but we will do to protect everyone.

We also request that you order logs and food in the morning opening time as we cannot be putting logs out during the afternoon and evening to pitches occupied this year.

We live on site, when we are closed we are still available for emergencies and to enforce rules. So sorry we will not be available for logs and quick opening of shop like we have been other years ... We definitely will need recovery time.

We also have to finally say we have a huge responsibility on our shoulders this year, we have great campers who we know will work with us on these guidelines. We understand you are on holiday and we will do everything in our power to keep you all safe and happy. It sadly has to be said that we will not tolerate any aggressive behaviour or over riding of our opinion. If a decision is not to your liking please accept it and be assured it will have been made for good reason and for the benefit of your neighbours and safety of others.

Inspite of everything we look forward to welcoming and provide a relaxing holiday in these unprecedented times.

TANYA & ANDY

SUMMARY

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| Are you feeling in any way unwell? |
| There can be a maximum of 5x7m total living accommodation per pitch inc pup tents – 7/8 man tent means nothing else |
| Long grass is always to be a separator not to be breached or walked on |
| All cars in Car Park with second cars going to Pete’s farm. No driving on the grass |
| No Children’s bikes to ride on site |
| No crafts or kitchen facilities this year |
| Sign for 1 hours Shower slots. Each person or 1 signature if sharing (parent+child) |
| Teeth brushing, make up, hair to be done at pitch... NOT in the toilet facilities |
| Toilets and showers will be closed at 1pm for 1 hr and hourly for 5 mins. Fogging at 5 am.. windows and doors left open |
| Social distance and respect pitch boundaries.. Do not breach the 2m gap |
| No more than 6 to a pitch – cooking/evening camp fires |
| Adhere to current government guidelines – only 2 families meeting each other.. 1m distance |
| Have you bought a portaloo...? Chemical disposal by fire point |
| Sewerage tank– only paper, teeth brushing water. No anti bacterial products. All other items/Ladies use bins provided |
| Dogs on leads religiously poop and scoop. |
| No visitors on site |
| Logs/food/wine purchases 9.15-11.00 and 3-6. All food orders placed in the morning |
| Foodie nights |
| Care with Recycling and Rubbish.. Collapse boxes. Hide from Seagulls they will take bins from awnings |
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Even whilst on holiday - Stay Safe, Stay Alert of potential hazards

Official advice is you go home immediately if someone in your tent is feeling unwell.
Inform Tanya and Andy. Sudden health problem, breathing difficulties ring 111