

## Camping in 2022, with threat of COVID19.....

**Well we thought COVID19 was well beaten as far as affecting hospitality but sadly as we write this Omicron Virus has hit and affected Christmas parties. So we genuinely don't know completely what the future holds but a good percentage are now vaccinated and we delivered great holidays to our guests in 2020 and 2021 and you can be assured we will strive with as much determination to do the same for 2022.**

**Keeping people safe, is our main focus and we welcome your whole family's cooperation during these times**

**Below are the measures we foresee continuing, but these may well change in following the best practice guidelines set out by the government and industry experts to keep the staff, guests safe at the time. Coastal Valley management decisions on how to operate during these times will be in the best interest of guests on the camp site and will be final. Please do not book if you find this unacceptable.**

It is important you read and accept these below points

- a) We have planned to run on a full capacity in 2022.
- b) Teeth brushing is done in your own individual tents, not in the communal sinks.
- c) No one should be on site using the facilities if they have not checked-in
- d) We need you adhere to our max of 6 to a pitch in the evenings. So please talk to us if your family books multiple pitches, to see how you can socialise without affecting neighbouring guests.
- e) Pup tents form part of the overall total allowance advertised. Small tent and pup tent fine. Big 7 man tent and pup tent cannot be accommodated.
- f) We will be parking all cars in the car park (40m away from the camping ring) and walking to the pitches once you have set up. Really sorry second cars have to be paid for on arrival and cannot be parked on site. We have negotiated extra car parking at the bottom of the road 100yds. Car parking money paid to us will be directly paid to the farmer.
- g) There will be an opportunity to buy essentials from the farm shop during peak times. As we did in 2021 it is highly likely we continue to request face masks to protect staff in such a small space. 1 household at a time.
- h) The kitchen facility, is -
  - i) freezer available only for ice blocks.,
  - ii) washing up in 2 new outside sinks with plumbed in water (hot and cold) by the kitchen.
- i) We will allow camp fires – still subject to Coastal Valley ruling of 6 maximum on a pitch.
- j) If there is hand gel provided please use the provided hand sanitising gel, before going into the public toilet and shower areas.
- k) Showers and toilets will be closed one at a time during cleans. 12pm and 9pm. The other toilet facility becomes unisex during this time.

- l) We are known for our street food providers who will come on site and cook and you eat at your pitch. We have a 2-3 of these with COVID certificates who have agreed to cook on site in an evening.
- m) We do hope to run Craft and yoga communal activities, we did some in 2021, but this is dependent on crafters availability.
- n) Appreciate if everyone would keep to current social distancing when talking to each other for as long as the government advises.
- o) No children riding bikes on site - will continue to be our policy. 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.
- p) We do not allow showering using your own facilities at the pitch. We cannot handle that quantity of water on a pitch.
- q) A portaloos in your tent/van is fine, but please tell us so we can show you where to empty chemical waste.

In 2021 everyone had to prove a negative covid test. We are unsure at this time on availability of these and necessity but we will ask guests for them if the industry advises this is best practice. This provides reassurance to all on site. Covid still remains a threat to our normal lives. If you are particularly cautious please book very near taking your holiday.

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.

### **COVID19 cancellations -**

- 1) We have reduced the payment lead time to just 40 days
- 2) If COVID19 stops us opening then we will refund monies if you are unable to move the holiday, however the bank charges described under discretionary refunds would be deducted.
  - \*If you personally change your mind and don't feel comfortable to come for any related reason and wish to cancel booking then deposit can be moved to another holiday in the 2022 season but no cash refunds are available.
  - \*If a member of the party who is named on the booking form develops covid then we will firstly ask for proof of a positive result. Then ask you to move the holiday or transfer to another family member, or get a credit to book the 2023 if the available 2022 season is less than 2 months.
  - \* All credit notes raised in 2020 for UK nationals should have been spent and have now expired. Please contact site to discuss if there are extenuating circumstances.

Visitors abroad all credit notes or other agreements from 2020/2021, need to be spend or applied for a refund by April 1st 2022. Refunds are now subject to admin fee deduction as detailed below under discretionary refunds.
- 3) All discretionary credits on holidays in 2022 from 2020 credit notes for foreign visitors will need handling manually by site.
- 4) **Any discretionary refunds** attract a £10 handling admin fee and the deduction of bank charges which were charged to process the booking by Stripe at the time of booking. (Approx 20p per payment and 1.35% at 1/1/21, The banks are

no longer refunding these fees back to the customers). You are advised to get travel insurance that allows for covid cancellations.

**Falling ill**

- a) If any member of the family feels unwell prior to coming we ask you contact us, then at home get a COVID19 tested and if it proves negative then come to Cornwall, If positive please see above Covid cancellations.
- b) Becoming poorly when in Cornwall. We ask you tell us immediately and travel immediately home. Self-isolating the infected person whilst packing up.

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

We look forward to welcoming and provide a relaxing holiday in 2022.

Coastal Valley Team