



OWEN'S CARAVAN PARK

Gainc Bach

Towyn

Abergele

Conwy

LL22 9ES

www.owenscaravanpark.co.uk

Email info@owenscp.co.uk Tel/Fax 01745 353639

Park Rules under COVID-19

We have been obliged to establish new rules and operating practices to allow the Park to reopen safely and ask you all adhere to these to maximise safety across the Park. All park users including sublets and visitors will be required to follow the rules and failure to comply with them may be a breach of your Licence agreement with the Park.

1. **Please do not return to the Park if you, or any of your household have, or have experienced symptoms of COVID-19 within the last 14 days.** According to the NHS website, the main symptoms are:
 - A high temperature
 - A new, continuous cough
 - A loss or change to your sense of smell or taste

For the latest Public Health Wales guidance go to www.phw.nhs.wales

2. **Do not return to the Park if you have been instructed to self-isolate.** The Park is not a safe place to self-isolate; you need to be near your local medical services.
3. If already on Park, you should advise us if you are becoming unwell by reporting symptoms to the specific park 'coronavirus telephone number' 01745 610418. You can contact **NHS Wales on 111** or 999 if it is a medical emergency.
4. When you return to the Park, until Saturday 18th July 2020 we would ask that Caravan Owners only use their caravans. If this is your first visit to the Caravan since winter, we would kindly ask you make your first visit between the hours of 10am and 3pm so we can assist in the event of problems.

Current Welsh Government guidelines states accommodation can only be used at any one time by members of the same household. We will communicate changes applicable in line with the guidance by displaying it in the Reception window and by posting in on our Facebook page.

5. For the purposes of 'track and trace' we are obliged to keep a **register** of all users of the Park. The information required is names of **all occupants; their address, telephone number, number plate and the dates stayed on the Park and includes Caravan Owners.** We expect to have to retain this information for a period of 21 days. Please therefore email this information to reception@owenscp.co.uk or telephone the office on 01745 35 36 39 in advance. This is of vital importance so you can be contacted should infection be reported and is a legal requirement. All data will be treated in accordance with our privacy policy.

Owen's Caravan Park Ltd.

Registered office: 2nd Floor, Refuge House, 33-37 Watgate Row, Chester, CH1 2LE

Company Number: 06832112 VAT Registration Number: 973 9420 85 Registered in England and Wales

6. **Respect social distancing** – In Wales, social distancing currently remains at 2 metres. At present 2 households can meet up and this remains outdoors. This will change overtime as legislation is updated and we will communicate changes applicable in line with the guidance by displaying it in the Reception window and by posting in on our Facebook page.
7. **Please respect all visual markers in place across the Park** to help you adhere to COVID-19 safety measures we have put in place.
8. **Sublets** are permitted from 18th July onwards; however, please ensure as the Caravan Owner you visit the caravan first before any rental. Current Welsh Government guidelines are **accommodation can only be let to members of the same household**. If renting out, you are responsible for:
 - a. Informing the office in advance in writing or by email to reception@owenscp.co.uk of the names, address, number plate and contact number of all occupants of the caravan
 - b. Informing the guests in your caravan of the Park Rules to include COVID-19 safety measures. Please display these in the caravan.
 - c. Ensuring the caravan is satisfactorily cleaned in between lets. See the enclosed advisory cleaning note.

Failure to do all the above could result in your guests being asked to leave and you being in breach of your Licence Agreement.

9. **Do not visit other people's caravans**. Your caravan should only be used by members of the same group.
10. **Park Reception and Launderette will remain closed** to customers. Should you need assistance, please call 01745 35 36 39 during daytime hours. Our Sales Office will be on an appointment only basis, again please telephone the office.
11. **Please respect social distancing with staff - remain 2 metres from them**; do not ask them to carry out work for you. Please call the office on 01745 35 36 39 should you require assistance.
12. There is likely to be a **limit to how much work we can do inside your caravan and we may be working more slowly than usual**. Any essential services or maintenance that you will require will continue to take place; below is a list of what we class as essential or emergency works:
 - No hot water/heating
 - Gas Bottle Delivery
 - No electricity
 - Water leaks
 - Unable to lock/unlock the caravan door
 - Gas Test
 - Electric Test

No other works should be completed on your caravan in the immediate period following opening. Should you require any assistance please call Reception on 01745 35 36 39. We will explain directly to you over the telephone the measures that you will be required to take for one of our team to attend your caravan.

For non-essential works; maintenance related jobs, these will be undertaken when your caravan has been unoccupied for 24 hours. Only Park approved external contractors will be allowed on Park.

13. **Water Supply** – With the warm weather that we have experienced, there is a risk of Legionella from the water contained in your pipes of your caravan. You become infected with Legionella through the inhalation of water droplets containing legionella bacteria. Upon your first visit to the caravan complete the following:
 - a. Run all the taps in your caravan (knowns as flushing) until the water is clear and cool to touch.
 - b. You need to make sure that when you carry out flushing you reduce the risk of water droplets becoming airborne so e.g. remove showerheads, slowly open taps and close the lid on toilets before first flush. It is an advised the person carrying out flushing wears a protective mask to prevent the inhalation of water droplets.
14. **Refuse** – The weekly bin run will not take place until further notice. Please deposit your rubbish directly in the skips and the recycling bins provided at the back of the farmhouse respecting the visual markers as indicated and social distancing measures. Please knot the tops of all bin bags – no open bin bags please.
15. **Children** - We know it is hard but please remember that even our little campers need to exercise social distancing. You are responsible for your children when they are on Park.
16. **Licence Agreement Terms** - ‘Holiday use only’ conditions continue to apply to the caravan as per the existing 2019/2020 Licence Agreement.
17. **Payphone** – The payphone located opposite reception will be out of use until further notice unless required to phone 999 in an emergency.
18. **Local Community** - Please show consideration for your local community. Local relationships are important to us all.
19. **Food Supplies** – It is suggested you bring food and drink supplies from home with you if possible but should you make any arrangements for third party food deliveries to the park please ensure they are aware reception is closed and to proceed directly to your caravan maintaining COVID-19 safety measures at all times on Park.

Please note as the law evolves and, hopefully, the pandemic is brought under closer control, this advice will need to be reviewed. Until then, please consider the above to be an extension to the park rules. We will communicate changes applicable in line with the guidance by displaying it in the Reception window and by posting in on our Facebook page. Should you have any queries, please contact Leilah Williams on 01745 353639.