



PINEWOODS
WELLS-NEXT-THE-SEA

**PINEWOODS
HIRE FLEET AND
TOURER GUESTS**

LET'S PROTECT
EACH OTHER



PINEWOODS
WELLS-NEXT-THE-SEA

Beach Road, Wells-next-the-Sea,
Norfolk NR23 1DR
pinewoods.co.uk



WHAT WE ARE DOING TO LOOK AFTER YOU AND YOUR PARTY

- We will be cautious and phased in our re-opening.
- We will operate the park in a COVID-19 secure way.
- We will take all necessary steps to minimise the risk of infection and require all park users to comply with the terms of localised lockdowns and NHS track and trace.
- We will ensure our team works safely; with careful social distancing, increased hygiene and Perspex barriers at contact points.
- We will install clear signage to help our customers know what is expected.
- Our team will regularly wash their hands and use hand sanitiser when they are working on the park before and after touching surfaces.
- We will continue to adhere to all government guidance.
- We will provide pre-arrival information to speed up the check-in process for our guests.
- We have enhanced our cleaning regime for our hire fleet and the touring park amenity blocks.
- We will be here to respond to you via telephone on **01328 710439** to minimise our face-to-face interaction with you. Our security team will be available when the reception is closed on **07941 019782**.
- Our team has received comprehensive training on the new measures we have put in place to keep us all safe.
- We will look for every opportunity to make you feel safe and cared for.

WHAT WE ASK YOU TO DO TO KEEP OTHER CUSTOMERS, OUR TEAM AND LOCAL COMMUNITY SAFE

- We ask that you do not travel to the park if you, or anyone in your household, has COVID-19 symptoms or you are subject to a localised lockdown at the time of your arrival at Pinewoods.
- If you develop symptoms while you are on the park, please telephone reception on the security telephone number **07941 019782** or **holiday@pinewoods.co.uk**
- If you are required to self-isolate because you or someone in your household develops symptoms or you are contacted by NHS Test and Trace while you are staying here, please self-isolate at home.
- Please help us by arriving and leaving from our hire fleet and tourer pitches at the specified time and following our departure instructions to protect our cleaning team.
- Please social distance on and off the park and be considerate when using any shared facilities.
- Please wash your hands regularly and use hand sanitiser where provided.
- Please bring your initial supplies with you to reduce queuing and congestion in local shops especially during peak periods. Please observe social distancing in queues and when inside shops.
- Please follow any restrictions on numbers of people allowed into any buildings, on and off the park.
- Please follow up-to-date government guidance about meeting people outside your household.
- Please be patient, our team will work hard to respond promptly.
- Please be aware of the impact we have on our local community. Be sensitive and thoughtful to our neighbours, in particular those who are elderly or nervous.

THANK YOU.