

Covid-19 and Bookings

Please read before arrival

We are delighted to be welcoming guest to the park again and hope the great weather continues.

Hook Farm will be a little different this season to protect both our guests and staff, whilst allowing us to operate safely. We appreciate your patience both at check in and using the shower blocks.

Please do not arrive before 1pm for camping and 3pm for our static caravans/shepherd hut.

Our car park will be closed before these times, there is a long stay carpark in Lyme Regis called Holmbush (DT7 3HX) which also has parking for motorhomes

- We recommend that you bring your own personal **sanitiser and anti-bac spray**
- Check in will be contactless where possible, please stay in your vehicle and a member of staff will come to your car to assist you or if reception is closed please phone the mobile number on the door office and then go back inside your vehicle
- **Reception/shop** will be open with a maximum of 2 customers at one time. Please use the hand sanitiser provided on entrance to the shop.
- The card machine will be sanitised after each use and we have a screen on the counter.
- Can we ask you please to pay any **balance** online or over the phone 28 days before your arrival. An automated e mail will be sent with a link to pay.
- We have removed our main play area as it was in the process of being refurbished but due to COVID this has been delayed. We have created an informal area with logs and tyres which are 1m plus apart.
- We suggest if you have **on-board** facilities you use them instead of the communal ones, freeing them up for others without their own facilities and keeping the infection risk down
- **Toilets and showers**, these facilities will be open but social distancing measures will be in place. Showers will be closed at certain times of the day for a deep clean and the number of guests waiting for showers in the block will be limited.

- We will ask for you to queue outside to limit the number of people inside the blocks. We have hired portable toilets to ease the pressure on our toilet blocks and we would appreciate it if you could use these at peak times if you are not showering.
- **The chemical waste disposal point (CDP)** will be open and so will our fresh water and grey waste area.

Finally, to help keep us all safe and keep within government guidelines we are asking the following from you.

- **Very important**, if you or any of your family are showing any signs of COVID-19 please do not come to the site
- If you become **ill** whilst on site, please let us know immediately via our office number or the on call mobile number. Please do not come to reception or use the onsite facilities
- Keep to the **social distancing** guidelines at all times
- **Wash** your hand frequently
- **Cover** your mouth when coughing and sneezing
- Please **do not** walk through other people's pitches
- Parents of young children, please **accompany** them at all times, primarily if they use the facilities so that you can wipe surfaces down and ensure that social distancing measures are observed
- If you want to use the local public transport, you will need to use a **mask**
- When visiting the local towns and coastal villages please follow the up to date government **advice**
- Unfortunately, this season no day visitors will be allowed on the site.

We will be disinfecting high traffic areas and surfaces throughout the day as well as deep cleaning of the showers and toilets, this will mean at certain times of the day we will have to close them for this to happen. Please bear with us as we do our best to make sure we all stay safe and have an enjoyable time as possible in this unprecedented situation.

We are really looking forward to seeing you all.

Jacky, John & The Hook Farm Team