



Perran Quay Tourist Park –

COVID 19 Site Rules

Date of Effect: September 2021 – until further notice.

Although the majority of COVID restrictions have been lifted, we do have a few measures which will remain in place in an attempt for us all to be able to live, and holiday, in a safe and enjoyable manner. By placing a booking and then arriving on site with us, you, and all your party members, agree to always abide by these rules, in the interest of the Health & Safety of all guests and staff. These rules will be in addition to our original Site Rules. (These can be found on our website)

Our COVID-19 Site Rules are as follows:

- **Although Social Distancing has now been lifted, please be mindful of other guests on the site.**
 - Please avoid crowding in large groups and be aware of others around you.
- **No Day Visitors –**
 - There can be no visitors on to site, at any time. This is the only way in which we can safely monitor the number of people on-site.
- **The Braefel Inn is now closed for the Winter.**
- **We have ‘Quiet Hours’ between 11 pm and 8 am.**
 - Please be respectful of the other families on the site.
 - Failure to comply with this, or any rude or aggressive behaviour towards any member of staff, will result in all party members being asked to leave the site.
- **The Toilet and Shower blocks will be open at full capacity – 4 showers and 5 toilet cubicles.**
 - We will continue to operate the ‘Vacant & Engaged’ system on the outside of each entrance, this will help us to stop people from crowding inside the areas.
 - Please refer to our ‘Toilet & Shower Block Opening Guidelines’ for further information.
 - The family bathroom and disabled shower room will be open for use. Please leave these areas as you would wish to find them and help us maintain the site as best as possible for everyone to enjoy.
 - No Toilet or Shower tents are permitted on site.
- **The Swimming Pool will re-open without the use of the booking system –**
 - The Swimming Pool will then be open between the hours of 8:00am to dusk.
 - The pool cover will be left on when not in use, so please ask a member of staff, when you are ready, who will be happy to open the pool.
 - The limit to the number of people permitted in the pool area at any time is **21**.
 - On arrival, you will be asked to read the swimming pool rules and sign a copy to show that you, and all your party members, agree to abide by the rules in place.
- **Hand sanitiser points will be left up around all the shared use facilities, i.e., bin stores, water points, waste points, entrances, etc.**
 - Please continue to make use of these before and after using any shared facilities.
- **Please wash your hands regularly.**
- **The Reception and Shop will be open, times will be displayed within your Welcome Packs on arrival.**
- **Children must always be accompanied by an adult whilst on site.**
- **If any members of your party are un-well and show any symptoms of COVID-19, we ask that you not come to the site –**
 - If this is the case, please contact us when we will be happy to re-arrange your holiday dates.

Continued overleaf...

- **All bookings must be finalised and paid for before arrival to the site.**
- **Please do not flush wet wipes down the toilets or the waste disposal points.**
 - Please dispose of these in your general waste.
- **The management at Perran Quay reserve the right to change, amend or add to these rules as and when they deem it required to do so in the interest of the wellbeing of any person at Perran Quay.**
 - Or if required to do so by government guidelines.
- **We will be operating a zero-tolerance policy with regards to failure to comply with COVID-19 Site Methods and Measures put in place as well as Social Distancing.**
 - If any of your party members are found to refusing to comply with any of the measures put in place around site, your party will be asked to leave the site, with no refunds being given under these circumstances.
 - We would not enjoy having to do this, but we must make sure that we keep all guests safe, and ourselves as a family included, by asking all of us to make sure that we do what we can to think of others.
- **If you are unable to travel because of COVID-19, for you or any of your party members, then please get in touch with a member of staff, we will be happy to re-arrange your stay with us.**

What to do if you have symptoms of COVID-19 whilst on holiday with us at Perran Quay?

If any of your family members have any symptoms of COVID-19, you must inform a staff member immediately.

You must then leave the site and return home immediately to self-isolate for the appropriate period as advised by government guidelines.

It is crucial that you get tested, this could be here, or on your return home. We will provide full information of the nearest test point in your welcome pack on arrival.

We would like to thank you in advance for helping us make Perran Quay a safe environment for us all to enjoy during these troubling times! We thank you for choosing to stay with us and we hope that you enjoy your stay!

The Perran Quay Team