



## COVID 19 Policy – Honeysuckle 26 Guarantee

Please be assured, that the health and safety of our guests remains a priority at ALL times.

We monitor the Government's updates and guidance relating to COVID 19.

Our caravan is a fully self contained holiday home which would limit contact with any other park users should you need to feel safe. It is possible to have shopping home deliveries right to the door.

We, with the Trecco Bay management and Park Dean Resorts, have implemented a number of procedures to keep all guests safe while staying at Honeysuckle 26 as follows:



**BUBBLE** - visitors must stay within a FAMILY UNIT of no more than 6 persons throughout their visit (unless you are in a support bubble and/or your household group includes extended bubbles).



**NO VISITORS** to visit your caravan during your stay. **ONLY** the guests listed on your booking confirmation are allowed in the caravan.



**Contactless Check in** - On arrival at the park you should go straight to your caravan where you will use a 4 digit code to open the key safe box that is outside your caravan where the key to the caravan is stored.



Check in is 4pm and check out is 10am. All caravans are **DEEP CLEANED** after each guest and this takes time so please be patient. **DO NOT** arrive at your caravan until the check-in time unless you have been messaged to say it is ready.



**Clean Hands** - Anti-bacterial liquid soap is provided in our caravan. **PLEASE** use when entering at all times. Hand sanitisation points will be available throughout park.



**Face Coverings** - Must be worn as required by local COVID-19 guidance in public areas such as bars, restaurants and shops.



Social Distancing – follow park rules and government guidance.



NHS Test and Trace - QR Codes will be displayed throughout the park and Parkdean ask all visitors to scan this during their visit to help reduce the spread of COVID-19.



Eating out - All food outlets will be operating in compliance with COVID Government's Guidance.



COVID-19 Cancellation Policy - In the unlikely event that TRECCO BAY HOLIDAY PARK closes due to COVID-19 and local government guidelines, and we have to cancel your holiday you can choose from the following:

1. Transfer to another date. ✓
2. Take a holiday voucher. ✓
3. Full refund ✓

Please see our cancellation policy in our standard terms & conditions for further details.



If you have been instructed to ISOLATE due to COVID-19 when you are due to check in, YOU MUST NOT travel to the caravan. We will do our best to accommodate you on another date of your choice once your isolation is complete. Note that you cannot isolate in our caravan. Should you have symptoms or the NHS app tells you to isolate, you must leave immediately and avoid contact with anyone.



REFUNDS will be considered on a case by case basis where proof of isolation or a positive test result may be required, and will always be required in all cases requiring a change within 72 hours of your booking date. Please contact us as soon as possible upon receiving an instruction to isolate.



If you live in a Tier 4 area please do not travel



As a reminder, entertainment park passes are not provided by us. They are sold at the owners' office (located at the park main entrance) separately and we cannot be held responsible for anything related to the lack of, or availability of, facilities on park.