

**LOWTROW CROSS CARAVAN SITE**  
**RESPONSE TO COVID-19**

**Please see below our new procedures we have put in place to ensure we keep guests and staff safe and well whilst on site.**

1. We have carried out a full assessment of the site to help shape our new procedures, and will be operating to COVID Secure guidelines as published by the Government.
2. We've increased the rigour of cleaning, sanitising and disinfecting of common areas.
3. The centre of our pitches are at least 6 metres apart laterally.
4. We aim to provide a contactless arrival and departure process wherever possible.
5. Most, if not all of our common areas will be open with social distancing measures in place. This includes the toilet block, laundry, water and waste points.
6. We highly recommend if you have on board facilities to utilise these wherever possible to support the site through these unprecedented times

Please maintain the 2 metre distancing rule at all times.

Please do not socialise in one another's caravans unless you are from the same household.

No Day Visitors allowed unless they are a member from the same household.

Anti-Bac dispensers have been provided in the following areas – Gate keypad, Pedestrian Gate, Toilets, Reception, Laundry, Elsan & Recycling/Refuse area - **PLEASE USE THEM AT ALL TIMES.**

Only 1 person (2 from same household) at a time in the Reception, please avoid touching anything unless necessary.

If Reception is closed and you require anything please come and find us.

Please use contactless payment where possible.

Regular Sanitising of surfaces will be carried out at regular intervals throughout the day.

The toilet/shower block will be open with the following guidelines in place:-

1. The Toilet Block will be closed daily from 11am – 1pm to enable us to deep clean and sanitise, you will not be able to use the facilities during this time.
2. To aid social distancing Only 2 people at any one time in the shower/toilet block
  - \* Ladies only the 2 end toilets and wash basins are to be used, Showers as normal
  - \* Gents only 1 urinal, 1 Cubicle and 2 end basins to be used, Showers as normal
3. Anti-Bacterial wipes are available in each shower block if you wish to wipe any surfaces prior to use – **PLEASE DO NOT PUT WIPES DOWN THE TOILET** - dispose of them in the bins provided.
4. We recommend those that can use their own on-board facilities where possible to help protect themselves and others.

Only 1 person at a time to use the dishwashing area.

Only 1 person at a time to use the refuse/recycling area.

We recommend wearing gloves when using the Elsan, if not please use the sanitiser before and after.

Our staff have worked extremely hard in keeping the site clean so you can safely enjoy your stay with us

**Thank you for your support in respecting our COVID Secure protocol.**