

Haulfryn Group COVID-19 Frequently Asked Questions

The Haulfryn Group is putting measures in place to help ensure the safety of owners, holidaymakers, local communities and our staff. Below you will find answers to **Frequently Asked Questions**. If your question is not answered below please use the contact form at the bottom of this page and we will reply to your query as soon as possible.

We are constantly looking to statutory bodies such as the government and local authorities for guidance, and our policies are being reviewed regularly. We will update this page with the latest information to ensure it remains consistent with the latest advice.

This page was last updated on: **7th August 2020**

1. When can I start booking holidays?

Holidays can now be booked. It may be necessary to move your booking dependant on government announcements and guidelines.

2. When can I rebook my previously postponed holiday?

You can contact your booking agent now to make arrangements to move your holiday to a new date.

3. What are the new checking in and out procedures?

We have contactless checking in and out procedures for all our parks. Please contact our reception team at your park for the most current information.

4. Is there an enhanced cleaning regime at this time?

Our parks have implemented enhanced cleaning, health and safety and social distancing measures to ensure that our customers and team members are kept safe. The enhanced cleaning measures include regular sanitisation, sanitation stations, extended use of PPE and limiting the numbers of people allowed in buildings.

5. Will I be sufficiently distanced from others when staying at our holiday home?

Haulfryn have implemented a social distancing policy in all our buildings with restrictions on the numbers of people allowed in each area, as well as demarcated queuing distances and shields to protect our customers and team members. Please remember our holiday homes are 5m apart as standard.

6. Can I visit a Haulfryn Park if I feel unwell?

As per National Health guidelines, we would ask all customers to not visit our parks if you have a new and persistent cough, a fever or shortness of breath.

7. What should I do if I am, or anyone in my party is, taken unwell with suspected Covid-19 whilst staying at a Haulfryn Park?

If there is a suspected case of COVID-19 in your party, please all isolate immediately in the holiday home. Please inform a Haulfryn team member at the main reception via telephone or email, providing your lodge number, name and contact number. Haulfryn will be in touch within 30 minutes of being informed to advise on the next steps. Do not visit reception in person.

8. If I have been ill with suspected Covid-19, how long should I wait before visiting a Haulfryn Park?

Please follow National Health guidelines and stay isolated for 7 days for individuals and 14 days for households. Ensure you are clear of any symptoms before visiting any Haulfryn Park.

9. What measures have you put in place to protect visitors, team members and local communities?

Haulfryn have implemented social distancing policies, enhanced cleaning regimes, team member training and increased use of PPE across all areas of all our parks to ensure that we take all necessary precautions to ensure our team members, customers and the wider community are kept as safe as possible.

10. Do I need to wear a face covering whilst on park? If so, where?

We ask and strongly encourage guests to wear face coverings in shops, spas, reception buildings and any other indoor public areas where social distancing may be difficult and where you come into contact with people you do not normally meet.

11. Are there any restrictions on who can stay at a Haulfryn Park or how many members of the same group are allowed to visit?

Dependant on the prevailing government advice, we may be required to limit the numbers of occupants per lodge. Please speak to your booking agent for the most up-to-date information.

12. Who can I speak to if I am concerned about the health and wellbeing of somebody on-site?

If you are concerned about someone on the site, please contact the reception team on your park.

13. Who can I speak to to report anyone seen breaking social distancing or other Covid-19 related rules?

If you have any concerns, please contact the reception team on your park.

14. What facilities will be open?

Dependant on the current government advice, some of our facilities remain closed, or are running a reduced or limited operation. Our restaurants and bars in England and Wales are open, and indoor and table service will be available, albeit with reduced capacity to maintain social distancing. Spa facilities in England are now open, again with a limited list of treatments and facilities available. Our other leisure facilities, including gyms and pools, are also now open; all sessions, activities and classes must be booked in advance online. Please visit our spa and leisure websites for further guidance.

The government have confirmed that all spa and leisure facilities in our Welsh parks are also able to open from Monday 10th August, albeit with reduced capacity, with a limited list of treatments and facilities available.

15. Where can I do my laundry?

Dependant on the current government advice, some of our facilities remain closed, or are running a reduced or limited operation. Please contact our reception team at your park for the most current information.

16. Can I sit on my decking and use my hot-tub?

You can use the decking and the hot tub at your accommodation, but please retain social distancing rules if you are interacting with anyone outside of your party. If our maintenance team are servicing your hot tub, we would ask that you remain inside your lodge until they have completed their checks.

17. Where can I go to exercise when staying at a Haulfryn Park?

Our leisure and spa facilities across the UK are open from Monday 10th August for use via our online booking systems. Plus, many of our parks have wide, open spaces such as forests and nearby beaches where you can safely walk, run or cycle while still retaining social distancing rules. Please contact our reception team at your park for the most current information.

18. Will children's play parks be open?

Latest government advice is that outdoor play parks are now available for use across the UK from Monday 10th August. Please contact our reception team at your park for the most current information.

19. Can I receive takeaways to my accommodation?

Our food outlets are running a full takeaway service. Menus are available in your accommodation. Delivery is contactless and free. If you wish to order takeaways from outside the park, please check with the company directly for details of their contactless delivery policy.

20. Can I rent out my holiday home at this time?

In line with government guidelines, your home is available to welcome holiday bookings.

21. How can I view current holiday homes for sale?

Our sales offices in England and Wales have re-opened for distanced consultations, with appropriate social distancing measures. Please make sure to book an appointment before visiting.

You can also view our current holiday homes for sale on our website at:

<https://www.haulfrynholidayhomes.co.uk/homes-for-sale>