

## Haulfryn Group COVID-19 Frequently Asked Questions

The Haulfryn Group continues to put 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: **October 2020**

### **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.

### **WHAT ARE THE NEW CHECKING IN AND OUT PROCEDURES?**

You will be contacted seven days before the start of your holiday with the most up to date information about how to check in online and access your accommodation. We are currently operating a contactless checking in and out process, so when you arrive there is no need to visit reception, you're able to head straight to your holiday home and gain access using the key in the key safe. The code required to gain entry to the key safe will be sent to you by email or text shortly before your check in time.

Please contact our reception team at your park for the most current information.

### **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.

### **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 defined queuing distances and shields to protect our customers and team members. Please remember our holiday homes are 5m apart as standard.

### **CAN I VISIT A HAULFRYN PARK IF I FEEL UNWELL?**

As per Public Health England guidelines, we would ask all customers to not visit our parks if you have a new continuous cough or a high temperature or a loss of, or change in, normal sense of taste or smell.

### **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. Please do not visit reception in person.

### **IF I HAVE BEEN ILL WITH SUSPECTED COVID-19, HOW LONG SHOULD I WAIT BEFORE VISITING A HAULFRYN PARK?**

Please follow Public Health England guidelines and stay isolated for 10 days for individuals and 14 days for households. Ensure you are clear of any symptoms before visiting any Haulfryn Park.

### **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 enhanced use of PPE across all areas of all our parks, ensuring that we take all necessary precautions to ensure our team members, customers and the wider community are kept as safe as possible.



### **DO I NEED TO WEAR A FACE COVERING WHILST ON PARK? IF SO, WHERE?**

Guests are required to wear face coverings in shops, spas, reception buildings and any other indoor public areas where social distancing may be difficult. This includes cafes, bars and restaurants when you are not sat at your table.

### **DOES THE 10PM CLOSING TIME RULE FOR BARS AND RESTAURANTS APPLY AT HAULFRYN RESORTS?**

All food and beverage outlets within Haulfryn resorts will close by 10pm.

### **DOES THE 'RULE OF SIX' APPLY WITHIN MY HOLIDAY LODGE AND WITHIN HAULFRYN'S BARS AND RESTAURANTS?**

Yes. When meeting with people you don't live with you can socialise in groups of up to six. This is a legal limit.

### **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.

### **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.

### **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.

### **WHAT FACILITIES WILL BE OPEN?**

All facilities have now reopened across all sites although some may be running a reduced or limited operation. Our restaurants and bars in England and Wales are open, and indoor and table service is available, albeit with reduced capacity to maintain social distancing. We are also able to offer takeaway and delivery services on those parks with food and beverage outlets.

Spa facilities are open with a limited list of treatments available. Our other leisure facilities, including gyms and pools, are also open; all sessions, activities and classes must be booked in advance online. Saunas and steam rooms are open with limited capacity but remain closed across our Northern Wales parks as per Government guidance.

Please visit our spa and leisure websites for further guidance.

### **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.

### **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 household. If our maintenance team are servicing your hot tub, we kindly ask that you remain inside your lodge until they have completed their checks.

### **WHERE CAN I GO TO EXERCISE WHEN STAYING AT A HAULFRYN PARK?**

Our leisure and spa facilities across the UK are open 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 advice and suggestions on where to go.

### **WILL CHILDREN'S PLAY PARKS BE OPEN?**

Latest Government advice is that outdoor play parks are now available for use across the UK. At Haulfryn we have installed hand sanitiser dispensing stations across all outdoor play areas. Please contact our reception team at your park for the most current information.



#### **CAN I RECEIVE TAKEAWAYS TO MY ACCOMMODATION?**

Our food outlets are running a full takeaway and delivery 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.

#### **CAN I RENT OUT MY HOLIDAY HOME AT THIS TIME?**

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

#### **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>