



# York Caravan Park

## July 2020

### COVID-19 Information for guests staying at York Caravan Park

Guests should not travel to the park if they or anyone in the party has COVID-19 symptoms.

#### 1. Pre-Arrival Procedures:

Balances should be paid in advance of arrival wherever possible.

- If you made your booking on-line, you can log-in and pay the balance using the username and password you registered with:  
<https://www.prbok.co.uk/york/login>
- If you booked over the telephone, you either register and pay through our website: <https://www.prbok.co.uk/york/register>, find your booking and pay on-line. OR call **01904 424444** to pay by card.

This applies to all guests and will provide a 'contactless' check-in that protects guests and staff.

You will be asked to confirm that you do not have any of the known symptoms of COVID-19. Please, please do not come if there is any chance you have the virus.

#### 2. Arrivals Procedure:

- Arrive at the park entrance as usual, arrival time is 12 noon. Park on the left side of the driveway at the 'Stop' notice.
- Remain in your vehicle and wait for a member of staff to greet you.
- If no-one appears, call our duty phone number (on the office door) to let us know you have arrived.
- You will be given the barrier code and shown to your pitch in a socially distanced manner.

There may be changes to the times guests can arrive, to reduce bottlenecks or tailbacks on the driveway. If this is the case, you will be informed prior to arrival.

If you have requested a specific pitch, please understand, it is not always possible to allocate your preferred pitch, though we will do our best.

### 3. What we are doing to prevent the spread of infection:

- An enhanced and more frequent cleaning regime. If there are any problems, please contact a member of staff immediately.
- Measures to reduce person to person contact as much as possible.
- Hand Sanitiser points in the toilet block.
- Additional signage to remind guests to respect social distancing at all times.

### 4. What guests can do:

- Enjoy their caravan/motorhome/tent within the area of their pitch and the public footpaths/cycle routes near the park.
- Walk freely on the park, at all times observing social distance from other park users and staff.
- Bring soap, hand gel, gloves, toilet roll, disinfectant and hand sanitiser, just to be on the safe side.
- Use local takeaway and grocery deliver services to reduce congestion and reliance on local outlets.
- Talk to any of our team, but always observe social distance.
- Please, at all times, show consideration and respect for our local community and observe social distancing at all times.

### 5. Please Do Not:

- Meet or gather with friends in a social group, in line with current government regulations.
- Invite or entertain visitors from outside the park.
- Allow people from outside your household into your accommodation.

### 6. On Departure

- Please depart the park no later than 11.30am.
- Inform us (electronically or by phone) if you experience any symptoms when you return home, so that we may take any necessary steps required of us in relation to government track and trace policy.

### 7. Your Responsibilities

- Please do not visit the park if you or any member of your household has any COVID-19 symptoms.
- Please respect social distancing inside and outside the park.
- Please show consideration to our local community. Local relationships are important to us and some are understandably apprehensive about the potential impacts of returning visitors.
- Your accommodation should only be used by members from the same household.
- No Social gathering of more than the current recommended number.

- We strongly urge guests to use their own caravan/motorhome bathroom facilities wherever possible to reduce the risks of virus spread.
- No visitors will be allowed access to the park at any time, until further notice.
- Our team are our most precious asset, without whom the park will need to close. Please refrain from prolonged interactions with staff so that everyone can feel safe and remain healthy.
- If you feel unwell with COVID-19 symptoms at any time, you must leave the park immediately, without interacting with anybody else. You should then contact the park as soon as possible to let us know.

## 8. Changes to Park Facilities:

- The number of toilets and showers available at any one time will be reduced to enable the more frequent and enhanced cleaning regime.
- Outside dishwashing facilities will be open with social distancing measures.
- Laundry machines, washers and dryers, will be closed.
- Tourist information will be located in the laundry room
- Reception will be manned, however it will be closed to guests. Enquiries or discussions must take place outside the building.  
Enquiries may be made by telephone: **01904 424222 or email**.  
Reception opening hours may be reduced or amended without prior notice.
- Newspapers will be available .
- Online booking is recommended.
- Fishing will be available.
- Take-Away outlets and local restaurants are delivering food to the caravan park. Find telephone numbers on your booking confirmation e-mail.

## 9. Public Transport:

- The bus service to York is operating normally. The timetable can be found on the toilet block wall, opposite reception or by following this link: <https://www.transdevbus.co.uk/coastliner/>
- Taxis are operating normally, some numbers are provided on your confirmation e-mail and on the reception door.
- Please check the latest government advice for passenger travel: <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

We sincerely look forward to welcoming you to York Caravan Park and will do everything we can to make your stay, comfortable, enjoyable and safe.

## Contact information



York Caravan Park Ltd  
t/a York Caravan Park  
Stockton Lane  
York  
North Yorkshire  
YO32 9UB



01904 424222



[mail@yorkcaravanpark.com](mailto:mail@yorkcaravanpark.com)



[www.yorkcaravanpark.com](http://www.yorkcaravanpark.com)