



# York Caravan Park

## July 2021

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

We are now able to ease some of the restrictions around our park following the government's removal of statutory COVID regulations from 19 July 2021.

While this is very good news, we ask you all to support us in continuing with the precautions described below while there remains any possibility that you, or any of our staff, might become ill from COVID.

**Guests should not travel to the park if you, or anyone in your party, has COVID symptoms.**

#### **1. Park Facilities Open:**

- All Park facilities, including reception, are fully open.
- Guests are requested to observe social distancing throughout the park and inside any of the park facilities.
- Please wear a facemask wherever you may meet staff or other guests inside any of the park facilities.

#### **2. Contactless Check-In:**

Quick and convenient, 'contactless' check-in protects staff and guests. Please arrange to pay balances in advance of arrival:

- On-line. Log-in and pay the balance using the username and password you registered with: <https://www.prbok.co.uk/york/login>
- Telephone bookings: Log-in to <https://www.prbok.co.uk/york/register> or call **01904 424222**.

#### **3. Arrivals Procedure:**

- Arrive at the park entrance as usual. **Arrival time is 1pm**. Park at the 'Stop' notice on the left side of the driveway.
- Remain in your vehicle until a member of staff comes to greet you.
- If no-one appears, call our duty phone number (on the office door).
- You will be given the barrier code and shown to your pitch in a socially distanced manner.

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.

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

- Contactless check-in.
- An enhanced and more frequent cleaning regime with measures to reduce person to person contact as much as possible.
- Hand Sanitiser points at the facilities building, elsan point, recycling area and reception.

#### 5. Day Visitors:

- Park guests may invite up to 2 persons as day visitors to your pitch.
- Visitors must check in at Reception and park in the designated visitor parking area.

#### 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 required of us in relation to government track and trace.

**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.




#### 7. 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.

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

### 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)

Version 4.0 July 18 2021

York Caravan Park Ltd. Registered in England No.09175216  
Registered Office: 121 Stockton Lane, York, North Yorkshire YO31 1JA  
 01904 424222  [mail@yorkcaravanpark.com](mailto:mail@yorkcaravanpark.com)