

Dear Caravan Owner,

30/06/2020

With great relief we are preparing to open the caravan sites again from 4th July 2020; as we get ready for your arrival we would like to clarify a few issues for you as we continue the season.

These last few months have been incredibly frustrating and uncertain for all of us and we understand the level of disappointment you must have felt with the Government closure of our sites and not being able to use your caravan.

We are looking into things that we can offer you to offset some of this disappointment.

Although we will not be refunding any of your 2020 site fee, based on our current situation we are considering several things we can do for you in 2021 as a gesture of goodwill.

WHAT WE HOPE WE CAN DO FOR YOU IN 2021

Freeze the 2021 site fees at 2020 rates - No increase for the 2021 Site Fee.

We are removing the £130 charge for paying your 2021 site fee in 2 instalments.

We are considering the possibility of opening the sites all year for the 2020 and 2021 season at no extra cost to you.

For existing owners as of 1st April 2020 only, you will be given an amount of credit towards your 2021 site fee. This amount will be confirmed in your September newsletter.

All provisions are non-transferable.

EXTENDED TIME FOR PAYMENTS

We understand that some of you may be experiencing financial difficulty after lockdown, so we are **extending our periods for payment.**

Your £1000 deposit will still need to be paid by 1st October 2020, however
We will not add the extra £130 instalment fee if your site fee balance is paid in full by the 4th of January 2021.

We will **continue to offer our 3 instalment payment option** for 2021 Site Fees and we will charge **a single instalment fee of £130 for this payment option, instead of £260.**
Your £1000 deposit will still need to be paid by 1st October 2020, your balance needs to be paid in full by 1st March 2021.

We are open to discussing individual payment plan options for 2021 Site Fees and Finance Payments if this helps our customers further.

We are **hoping to finalise our owner's package for 2021**, but need time to realistically assess what we can commit to fulfil for you. We will confirm the package as soon as we can, at the latest in the September 2020 Newsletter. This will be available to collect from HDHH Reception or to download from the HDHH website from the 1st of September 2020.

We hope this assures you that we are trying to help our customers to continue to enjoy their holiday homes in these difficult times.

CHANGES TO EVERYDAY SITE AND PUB LIFE

Everyday life on site, in our Reception and Arches Pub has changed to accommodate Government guidance allowing us to re-open, with the aim of keeping our customers and staff safe from infection from Coronavirus.

- *Please do not travel to your caravan if you or anyone you are travelling with has any Coronavirus symptoms.*
- *If you are staying in your caravan and anyone in your party becomes unwell with symptoms, please isolate and notify Reception by telephone or email, as soon as possible. 01754 873538.*
- Please maintain a safe social distance whilst on site in all areas, at all times. 2 Metres where possible, please observe any floor stickers or signage in place.
- Staff and contractors have a procedure to follow if they need access to your caravan.
- Only one family will be allowed into our Reception at one time, please be patient with us.
- We will be asking for contactless and cards payments whenever possible.
- New risk assessments for Coronavirus have been conducted and new measures have been implemented.
- Within our Reception and Arches Pub, there will be new signage, hand sanitiser stations, new table and chair layouts and an enhanced cleaning routine, all for your safety.
- The launderette and fun pool will remain closed until guidance is relaxed.

ARCHES PUB

Government guidance means:

Limited Bar Service, Alongside Table Service.

Card payments if possible.

NO Live Entertainment until the guidance is relaxed.

Removal of Daily Newspapers, Holiday Library and Kids Games.

Please be patient with us and our staff as we attempt to implement these new changes and find our way round them!

YES to Happy Hours all day every day alongside Free Wi-Fi

YES to Kids Kraft a Noon, the craft packs are individual and self-contained and cost £1 per pack.

YES to Pete's Pirate Ship, there is a hand sanitiser station at the entrance and we encourage parents to ensure their children use this before and after play.

As part of the **Track and Trace Government Programme** we have to take the name and email/phone number of every customer in Arches Pub. We have to keep this for 3 weeks and will do so in accordance with Data Protection Laws.

Please be mindful of the signs promoting social distance, they are there for your safety.

We hope we can continue with the 2020 season uninterrupted, that the record sunshine levels continue and that all our customers and staff remain in good health. The Government have advised that there could still be localised lock downs if infection hot spots occur, help us to keep the site a safe and coronavirus free environment that we can keep open for your enjoyment. Please telephone or email us at HDHH Reception if you would like to discuss anything in this update further.

ADVICE TO CUSTOMERS WHO RENT OUT THEIR CARAVANS

You can continue to rent out your caravan with a few requirements set by the Government.

We have a guideline sheet [*Communicating with Holiday Makers & Preparing for and Managing All Park Visitors*] available online on our website for you to download and put measures in place that are necessary prior to the arrival of any guests.

You must ask your guests to notify you before they travel if they have Coronavirus Symptoms.

If they are already staying in your caravan and become unwell, they must notify you and us via telephone or email. Please give your customer our Reception number and email for this purpose.

Prior to your guests arrival, you must provide us with a list of all the full names, addresses and contact details (telephone or email). They must notify you or us when they leave the caravan site.

You may wish to provide a welcome pack or advise the customer to bring disposable cloths, anti-bacterial wipes, refuse bags etc.

Please encourage guests to show consideration for the local community and respect social distance in all contacts on and off the caravan sites.

If we all work together on this, the sites should be able to stay open without further closure.

Re-opening on the 4th of July

