

## **SAFETY DURING YOUR STAY**

### **Beecraigs Caravan & Camping Site, Terms & Conditions due to Covid19**

**(to be read in conjunction with “Site Standards & Little Lodge Terms & Conditions”)**

The health and safety of our guests, visitors, staff and local community is essential during your stay with us. The following additional procedures and measures have been introduced to ensure we can meet agreed standards and remain open for guest bookings. By staying with us you are agreeing to adhere to the following,

1. Beecraigs Caravan & Camping Site has conducted a risk assessment to enable the site to open. As a result we have reduced occupancy to ensure everyone can adhere to procedures and for the safety of both guests and staff.
2. Guests should only travel if you are not showing coronavirus symptoms and no-one in your household is self-isolating. Advanced prepaid bookings can be made online or by ringing 01506 284516 (option 1) during office hours. Any bookings made at reception should wherever possible be contactless.
3. We must know who is on our site at all times, in case we need to trace/advise guests who have been in contact with other guests who develop Covid19. In advance of your arrival, we will be in touch to record the names and contact details of all persons in your party and the dates they are staying on site. This information will be kept for 21 days from your departure date and then destroyed. We are unable to accept your booking if you do not provide these details.
4. As we have temporarily limited availability on our site and therefore persons using our facilities, we ask that you do not have day visitors on the site. Please meet with friends and family off site.
5. Prior to arrival, all guests must have planned for what they will do if they fall ill with Covid19 and how they will return home.
6. To enable staggered arrivals, guests must have agreed a pre-booked arrival slot with reception prior to arrival (at this time you will be asked to confirm if everyone in your party are free from Covid19 symptoms). Pre-booked arrival slots are available at 20 minute intervals between 13:00 and 18:40. You must contact us immediately if you are unable to arrive at your pre-booked arrival slot and need to change the time. No refund will be issued if you fail to arrive during the pre-booked time slots and we cannot guarantee you access onto the site.
7. Your unit, awning and vehicle must fit within your allocated hardstanding pitch and not use the surrounding grass areas. Please park in the best position to maintain the greatest distance between yourself and neighbouring unit.
8. A maximum of 8 tent pitches will be allowed at any one time. Tents must spread out across the available grass site and not pitch in groups. No group bookings are allowed at this time.
9. To help spread the demand on the facilities, guests booked into the grass camp ground or Birch Glade hardstanding pitches should make use of the ablution block located beside the camp ground.
10. The ablution blocks have one-way systems in place for accessing the showers and toilets – please use the allocated “IN” and “OUT” doors, wear a face covering and sanitise your hands before entering the buildings. Check first before going through other doors to ensure you maintain good social distancing. In some smaller rooms, such as the dish washing rooms, this may only allow 1 person at a time or 1 family group at a time. Persons under 13 years of age must be accompanied by an adult when using these facilities and there must be no personal items left in the buildings at any time.
11. Alcohol sanitisers have been placed around the site at entrances to buildings and at service points. Please use these and advise reception should any require refilling.
12. Robust cleaning regimes are in place on site. When staff are cleaning facilities, you will not have access to those areas so please use the facilities at the other ablution block. Our buildings are being electrostatically cleaned and this process is repeated on a 30 day cycle. In addition, our cleaners will conduct 2 cleans a day – approximately early morning and mid-afternoon.

13. The laundry room facility is open and guests must maintain social distancing standards in this room. Please telephone reception if you wish to purchase washer/drier tokens and arrangements will be made. The children's games box and reading material have been removed at this time but the tourist information is still available.
14. Parents must supervise their children when using play equipment ensuring social distancing and good hygiene practices are maintained.
15. To minimise contact, support/advice is available by ringing the 01506 284516 (option 1) during office hours or the emergency staff on 07799 894947 outwith office hours.
16. If a guest in your party should display symptoms of Covid19 during your stay at Beecraigs Caravan & Camping Site they should immediately self-isolate to minimise the risk of transmission and advise staff at reception by telephoning 01506 284516, option 1 (during office hours) or on the emergency number 07799 894947.  
The guest and members of their party should, if possible, then immediately return home as safely as possible to self-isolate (following current guidance). As our ablution block is shared by all guests on the site, you must not continue to use these facilities.  
If you are unable to travel home, you can self-isolate within your own unit (only if you have the facilities to do so e.g. toilet, washing & cooking provisions) but you cannot use any of the shared facilities on site. By remaining on site you are agreeing to pay in full for the ongoing costs of your stay until departure, you may be required to relocate on site and you agree to follow Scottish Government guidance on self-isolation and good hygiene – see [NHS Inform Possible infection](#)  
Further information, guidance and how to book a test available at [NHS Inform Covid19](#) and how to book a test in Scotland through the Test & Protect system [NHS Inform Test and Protect in Scotland](#).
17. At the end of your stay, please contact us to arrange the return of your access card/key. Little Lodge guests must be off the site by 10am and all other guests by 12noon, as we cannot accommodate late departures.
18. Should guests develop Covid19 symptoms within 14 days of staying at Beecraigs Caravan & Camping Site, please contact us.
19. It is strongly recommended that you take out holiday insurance cover in case you need to cancel your booking with us or to cover other unexpected eventualities.  
Refunds are available for caravans, motorhomes, trailer tents and tents only if cancellations / alterations to bookings are made at least 14days before date of arrival.  
Refunds are available for Little Lodges if cancellations/alterations to bookings are made at least 8 full calendar weeks before the date of arrival.  
No refunds are issued if you decide to arrive later than originally booked or leave early.
20. Should our site be required by Scottish Government to close again due to lockdown measures, you will be asked to leave and we will refund you the remaining cost of your booking.
21. Please adhere to current Scottish Government guidance on social distancing, good personal hygiene and travel.

It is essential that the above guidance and measures are adhered to by everyone on Beecraigs Caravan & Camping Site for the health and safety of guests and staff. Failure to do so will result in your party being asked to leave the site and no refund will be issued. Please contact reception should you be concerned that guests are not following guidance.

This guidance will remain under review and will change as required.



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