



COVID PROCEDURES 2021

The health and safety of our guests is even more of a priority this year, so we have had to adapt a few of our systems to make people as safe as possible.

Firstly we have decided ourselves to reduce the number of pitches and people on site this summer. We will now have greater space between pitches and less demand for the communal areas on site like toilets and showers. As a condition of being allowed to re-open, we are following Welsh Government guidelines to protect ourselves, our staff and all visitors to Lleithyr Farm. Regular visitors to Lleithyr Farm will notice a few changes, but we hope these changes won't impact too much on your stay.

BOOKINGS & DEPOSITS

We are taking online bookings for 2021 and promise to be as flexible as possible regarding your deposit so that you can book with confidence. If we have to cancel your trip due to Covid restrictions, we will of course refund your deposit immediately. Similarly, if your home address is in a region that goes into lockdown or places a restriction on travel, again, we will refund your deposit immediately. In either case, should you prefer, we can also amend your break to different date

PRIOR TO ARRIVAL

If you or any of your family are showing symptoms of Covid-19, we would please ask that you do not travel. If you develop symptoms whilst on site, please telephone or email us and arrange to travel home immediately. Thank you.

ARRIVAL

The reception area will remain open as usual from 8am to 8pm during the school summer holidays, and late arrivals will find their name and pitch number on the reception door if they arrive after 8pm. When checking in, we would please ask that only one member of your party comes into the reception area. To make the check-in procedure smoother, we would appreciate it if you could pay your balance prior to arrival by clicking the Account Login button at the top of our web page.

SHOP

The shop will be open from 8am to 8pm every day during the summer holidays. To maintain social distancing we will ask that only four people are inside the shop at any time. Please help us keep to this number by only sending one of your family to do the shopping. We will still bake fresh croissants, pain au chocolat and baguettes every morning, but we will serve and bag them at the counter rather than the usual self-service system.

PIZZA NIGHTS

We will still have pizza nights on Sunday and Wednesday nights. To avoid too many people waiting around the shop area at the same time, we will be operating a pre-order system where you pre-pay and are given a timed slot. Please just order at the shop.

AROUND THE SITE

We have installed a number of hand sanitizers at key points around the park. We would also like to remind you that nothing prevents the spread of the virus better than regularly washing your hands.



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STANDARD PITCHES

We are taking less visitors on site this year, so there should be plenty of room to have at least 5m between yourselves and any other pitches.

ELECTRIC HOOK-UP PITCHES

We have changed the layout of our electric hook-up pitches and introduced visual spacers between pitches. The pitches are slightly smaller than usual but remain at least 8m wide and around 10m deep. Please pitch towards the centre of your pitch so that we can have as much space as possible between units.

TOILETS & SHOWERS

Please check the maps around the site to find out where both toilet and shower blocks are located. Both toilet & shower blocks will be fully open. To avoid social distancing issues within the buildings, we ask that you queue outside if the cubicles you require are occupied.

Due to the risks associated with air blowing around in enclosed spaces, the hairdryers will not be in use.

The hand dryers have a fixed directional flow, so will remain in use.

WASHING UP

To maintain social distancing we have closed off two of the sinks in the Touring & Camping washing-up area. This may result in a short wait at peak times, so we apologise in advance for any inconvenience. If you have your own washing up facilities, we kindly ask you use those if you can.

PLAY AREA

The play area will be open, but it is the responsibility of parents to supervise their children and ensure they are aware of the importance of social distancing. Hand sanitiser can be found at the entrance.

ANIMAL WALK

The animal walk will be open as usual, but for social distancing reasons we won't be able to run the usual donkey club where children get to brush the donkeys. Again, we ask that children are supervised and reminded about social distancing.

LAUNDRY

The laundry will be open as usual, but the iron and ironing board will be unavailable.

ICE PACK FREEZING

A freezer has been installed in the laundry room for people to freeze their ice packs. This is a free service and is to be used at your own risk. We'd advise that your ice packs are clearly labelled with your own names to avoid confusion. The freezer is not to be used for food or drink under any circumstances - anything other than ice packs will be removed and thrown away.

GENERAL

More than anything, we hope that all visitors to the park show respect for each other by maintaining social distancing and washing hands regularly.

Thank you in advance for your co-operation - please enjoy your stay. **Gethin & Debbie**