



WELCOME!

# FAMILY CAMPING

## COVID-19 PROCEDURES FOR GUESTS

### WHAT ARE WE DOING TO KEEP OUR GUESTS SAFE?

Our Risk Assessment and procedures relating to the government's coronavirus guidelines on managing safety can be found on our website [hautbois.org.uk](http://hautbois.org.uk). If you have any questions or concerns please speak to a member of the Hautbois Team.

#### Social Distancing

With our spacious site, we are able to practice social distancing between pitches and we ask our guests to maintain social distancing and follow the government guidelines when on site.

#### Facilities

Our facilities are well spaced. To reduce cross contamination, we will be assigning toilet and shower facilities to each booking. All of our facilities will be regularly cleaned and all 'high traffic' areas monitored and disinfected regularly.

To help us keep our facilities clean, please ensure you wash your hands and use sanitiser both before and after visiting them!

Dryshelters will not be available to guests and all communal areas restricted.

#### Equipment Hire

To reduce cross contamination, equipment and tent hire will not be available.

We have great access to Norwich and shops if anyone has forgotten anything essential!

#### Tracking Guests

We will be asking guests to sign in on arrival and out on departure in order for us to track any guests should it be required under the governments guideline. All booking information is kept confidentially under GDPR.

#### Staff

Our staff will remain socially distant while you are on-site but call us on the duty mobile if you need us (but please give us a wave if you see us out and about!). Every member of staff has received in house training to familiarise themselves with our new procedures.

All staff onsite will be wearing uniform so we are easily identifiable.

Should you have any questions please visit the office where we will be happy to help.