

## **CORONA VIRUS INFORMATION**

### **BOOKING INFORMATION**

We are now taking bookings for 4<sup>th</sup> July onwards

Book now with confidence, knowing you will not lose your money if lockdown continues or restarts in the future.

If your booking falls within a lockdown period we will bank your booking to use at a later date subject to availability.

### **CORONA VIRUS PROTECTION**

The Coronavirus continues to impact on all areas of life, however, recent data and statements from the Prime Minister indicate that we have passed the peak of the pandemic. Whilst we must continue to follow the Government guidelines this positive news presents an opportunity for us to outline our plans for the reopening of our campsite and luxury glamping accommodation.

Our top priority is the safety of our staff and customers, and we are committed to doing our best to help prevent the spread of the Coronavirus. We have spoken with many of our lovely customers and we know how keen everyone is to get back to the great outdoors, so we are busy preparing to re-open as soon as we can. We have introduced a number of new safety measures so that guests can feel completely safe whilst staying at Pot a Doodle Do giving you the confidence to book a stay with us.

### **GLAMPING**

- Each of our wigwams/yurts are fully self-contained and a perfect place to self-isolate
- Customers will be able to use a simple check in procedure requiring no face to face contact. Full details will be provided in your pre stay email and followed up with a telephone call the day prior to your arrival.
- A site map will direct customers to their glamping accommodation
- A phone number is provided for any queries
- Keys are disinfected after every stay and will be in your accommodation door
- All our accommodations will be thoroughly cleaned using suitable cleaning products
- Only one family at a time in reception.
- Card payments will be preferred when possible
- Hand sanitizer provided in reception and various points on site however there is always ample soap and hot water available in the toilet and shower block.
- Additional time has been allocated in the rota for regular and thorough cleaning of the toilet block, kitchen, reception area and accommodations
- A 2 metre distance to each person not in your immediate party must be maintained at all times
- Reduced onsite capacity to ensure social distancing

### **COMMUNAL SHOWER/KITCHEN BLOCK**

- We will limit the number of customers allowed in at any one time
- Please spend as little time as possible in the toilet and shower blocks
- Children under 11 are to be accompanied by an adult
- A maximum of 2 children per adult
- Customers are to wash their hands when entering and exiting or use hand sanitiser available
- Our main shower block has solid block walls so each unit is completely separate.
- Sinks in the ladies and gents and shower rooms are to be used for hand washing only
- The communal kitchen will be limited to a maximum of 2 families at any one time.
- There will be no tableware, crockery, glassware or cutlery available for your use, therefore guests must bring their own with them. There will only be pots and pans available.
- Guests can bring with them portable stoves and portable barbeques, we adhere to previous regulations where we do not permit the use of disposable BBQs on our site
- Kitchen sinks to be used for washing up plates etc only.

### **RESTAURANT, ART CENTRE & PLAY AREA**

- Our restaurant will remain closed for the time being, we may offer some takeaway/delivered meals but this will depend on the amount of guests on site.
- The Arts and Crafts Centre will remain closed.
- Our play area will also remain closed

We understand this is a very difficult time for everybody, however, we want to reassure you that we are taking every possible step to keep our customers safe. However, we do expect guests to abide by our covid 19 terms and to respect other guests on site. If you have any further questions please give us a call on **01289 307107** or to make a booking online [www.northumbrianwigwams.com](http://www.northumbrianwigwams.com)