



Safe Park

For our guests, we have looked at each step of the customer journey to assess how we can keep you as safe as possible, whilst still giving you the outstanding 'park' experience you expect.

***Please note:** our processes and precautions will be under constant review, and this guide will be constantly updated to give you the very latest information. We will, of course, always comply with all government regulations.

More details:

Pre-arrival

Check in 24 hours before arrival. Please call reception prior to setting off on your journey. To reduce handing cash please ensure your holiday balance is paid and request check in information (barrier code/ pitch number/ print off welcome pack). Prepare for your holiday with the essentials, as we do not yet know what restrictions there will be in terms of shower block usage and you may need to use your own facilities.

Arrival

Please wear gloves to enter the barrier code and drive to your allocated pitch. Our pitches and accommodation have more than adequate space between them and will help maintain good social distancing.

Reception

For any assistance reception will be open and we kindly ask for you to wash your hands in the new outside sink before coming in. We have added Perspex screens to our reception desk along with a sanitising unit, so we can all keep our distance and feel safe. Reception has been reconfigured where necessary and marked out to ensure social distancing of a minimum of 2 meters can always be maintained.

Coffee Bar Lounge

A takeaway service offering coffees, cakes, ice cream, wine, cider, beer etc and snacks are available with outside seating provided, all 2 metres apart. We have put in place signage on arrival and throughout the park detailing the guidelines we have in place to protect you and our teams. Cash is known to have passed through many hands and therefore, we are asking guests to pay by card wherever possible.

Facility Block

We are awaiting guidance as we do not yet know if we can open this block.



Tourist Information

During this unprecedented time please look on the website for tourist information, bus timetables, taxi numbers etc. The Games room and tourist information area may not be available as we are awaiting guidance on whether we can open this area.

Check out

We hope you have enjoyed your holiday at Wells Touring Park, and we wish you a safe journey home!

Note

- All of our park team have undergone hospitality-focused training on how to prevent the contagion of Covid-19.
- All staff will be temperature checked upon arrival for work and will be required to self-certify that they have not been in contact with anyone with Covid-19 symptoms.
- Any staff member who shows symptoms will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work.
- Hand sanitising stations are located around the park and in staff areas for the team to use. Staff are required to frequently wash their hands.