



BAROD AMDANI  
WE'RE GOOD TO GO



# SAFER STAYS

## GUIDANCE FOR SEASONAL TOURERS

Looking forward to welcome you back to #saferstays #freshairholidays

Please view this information video – “Reopening your Holiday Caravan”

<https://vimeo.com/435643153/1e017ac41a>



## **CELTIC'S SAFE VISITS PLEDGE**

*To You, our Valued Seasonal Tourer Owners*

*"Firstly, I'd like to thank you sincerely for your patience and understanding, in this the most difficult of years. We'll be exceptionally pleased and grateful to see you back, safe and well. Let us look forward to enjoying the remainder of the season, and to ensure we all do our bit to keep everyone safe and well.*

*In these ever-changing times, new ways of working have had to be adopted to what we formerly considered "normal" at Celtic. We would appreciate that you familiarise yourself with the Celtic Covid Safety guidelines below prior to your arrival back on Park. These measures have been introduced to ensure your own safety during your stay, that of our valued team and the wider Pembrokeshire community".*

*Huw Pendleton*

*Managing Director, Celtic Holiday Parks*

## **OUR MANTRA – WASH YOUR HANDS, MAINTAIN SOCIAL DISTANCING AND STAY ALERT RESPECTING OTHERS AND THE LOCAL COMMUNITY**

### **WHAT DO YOU NEED TO DO IN ADVANCE OF YOUR STAY?**

#### **Pre Arrival Protocol**

It is essential that you do not travel to the Park if you or anyone from your household has COVID-19 symptoms. Full guidance may be found on this link [Covid-19 Government guidance for the public](#).

The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia). If you have these symptoms, however mild, stay at home and do not leave your house for at least 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.

In order to keep everyone safe, please do not travel to your holiday home if you have a temperature, are showing any coronavirus symptoms\* or have been asked to self-isolate.

The laws in Wales have been consistently different from those in England. Please ensure that you familiarise yourself with Welsh Covid Regulations before you set off. Check this link for details <https://wales/coronavirus>.

#### **Pre Arrival Data – Test Track and Trace Use of Privately Owned Holiday Homes**

Our Check In procedures have changed in line with legislation. In advance of your arrival you need to complete an on line pre arrival form which can be found <https://www.celti-holidayparks.com/check-in/>. This will require full details of every member of your party including names, addresses, telephone numbers and whether you or any of your party have experienced any Covid Symptoms within 14 days prior to your departure.

All information will be treated as per GDPR regulations and retained for 21 days. We do ask for your co-operation in this regard, **it is ESSENTIAL that the form is completed in advance of your stay by 48 hours.** The introduction of these measures are to promote the safest operating regimes to protect our guests, teams and communities whilst assisting with the Test Trace and Trace requirements of the new Covid legislative regime.

*Please read the following information, which has been taken from the Welsh Government website:*

The personal information you'll be asked to provide on yourself and/or on your contacts is voluntary. You can decline to provide this information if you have any doubts or concerns. In supporting the NHS Wales Test, Trace, Protect service to deliver contact tracing in Wales, you should remain vigilant for any signs of cyber security, spoofing, phishing or fraud. You will only be contacted through the service if you have received a positive test for coronavirus or you have been identified as a contact of someone who has tested positive.

All contacts from the NHS Wales Test Trace Protect Services will come from dedicated numbers, further information on which is included in these pages:

[contact tracing: if you've tested positive](#)

[contact tracing: if you're a confirmed contact](#)

**Additional process summary:** <https://bit.ly/2Dj2B5B>

### **What do I need to bring?**

As you'll be aware sourcing PPE can be difficult. We suggest that you bring supplies along with you, including hand sanitiser and sanitising sprays, disinfectant, soap, masks and gloves.

We recommending bringing your own food and drink to start you off as this will assist with congestion in local shops and avoid having to spend time queuing. We have provided a list of shops who are offering delivery services, all of which are available on our website.

Due to ongoing Welsh Government legislation our shared facilities including Restaurants, Bars, Swimming Pools, Gyms and beauty, toilets and showers, arcades and childrens play

parks are not currently available. Many local shops and restaurants/cafes are providing delivery services.

### **Our Pledge to our Pembrokeshire Community**

Keeping Pembrokeshire safe is a prime concern for us too as is showing the utmost consideration to our local population. Local relationships are extremely important to us all and some are understandably apprehensive about the potential impact of returning visitors; they will need reassurance demonstrated by your thoughtfulness.

We respectfully ask that you avoid high volume local honeypots such as Tenby, Saundersfoot and St David's and explore new areas which are likely to have a lower footfall, less congestion and more space. Pembrokeshire is full of heritage, wildlife and great big spaces to take in wonderful fresh air, so you'll be spoilt for choice. It's worth doing your homework before your stay to make the most of your holiday home. How about exploring some of our bays by booking a paddle board lesson or enjoy a rock pool forage in a little cove, #exploretheunexplored. We are currently developing some more ideas for exploring Pembrokeshire which will be posted on our website to provide you with a range of ideas.

Other useful links in regard to the Pembrokeshire Coast National Park – coast path opening and attractions can be found here ... <https://pembrokeshirecoast.wales/coronavirus>

Comprehensive details on exploring Pembrokeshire ....  
<https://www.visitpembrokeshire.com>

General information from the Local Authority, Pembrokeshire County Council –  
<https://www.pembrokeshire.gov.uk/coronavirus-advice-and-guidance>

Our team are also busy compiling a list of shops, restaurants, cafes and bar who are providing a take away or delivery service, which again, will be on our website. We will keep you abreast of facilities which will be open on Park. Please keep checking our website and facebook pages. Legislation is fast moving at the moment!

Remember that wherever you explore, social distancing guidelines are adhered to outside the Parks.

### **Arriving on Park**

Times have changed and we would ask that on **YOUR FIRST VISIT** on arrival on Park , you check in with the Guest Welcome in the main building. Please do not go straight to your holiday home. The Test Track and Trace forms which you have completed on line, will be available as a completed, printed version for you to sign with our Guest Welcome team.

Please use hand sanitisers provided when entering the main facilities building. For the safety of both you our valued owners and our team we have installed Perspex sneeze guards at Guest Welcome desks.

## **Temperature and Coronavirus Symptoms**

We have equipment to provide temperature checks should you feel hotter than normal, although we will not be checking all individuals as a matter of routine.

According to NHS guidance a high temperature for an adult is typically considered to be 38C (100.4F) or anything above that amount.

## **Who can Stay on Park**

Accommodation can only be let to members of the same household.

## **Using Shared Facilities on Park**

The legislation, which allows seasonal tourers at Holiday Parks, is based on the fact that your caravans are self-contained accommodation including on board shower, toilets and kitchen facilities.

The only shared facilities which will be available to you on Park will be the use of the grey waste disposal, the elsan disposal and water facilities. Please be aware that you need to respect social distancing protocols – currently 2 m – at all times whilst on Park and using these facilities, thoroughly cleaning and sanitising the relevant area using materials provided both **BEFORE AND AFTER USE**. This of course is to maintain the hygiene standards recommended by Public Health Wales, to keep yourself, our team and the wider Pembrokeshire community safe.

All shared facilities, aside from water and disposal points will remain closed including toilets, shower blocks, laundry, restaurants, swimming pools, children's play areas, bars, beauty etc. As you will be aware, legislation is changing very quickly and we will keep you updated of developments.

## **What happens if a member of my party/family are showing a high temperature?**

Anyone displaying such a temperature will be asked to leave the Park, and self-isolate at your main domicile. For the safety of yourself, other Park users and our wider community we do not allow self-isolation in your own holiday home.

## **What we do to keep you safe?**

- Our team are fully trained and Covid aware
- Our cleanliness standards have always been exceptionally high; however, we have enhanced our protocols to pre sanitise and clean using hospital grade antibacterial

solutions. As a business, we follow Public Health and WHO cleaning guidelines which can be found below.

- Government guidance: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings#principles-of-cleaning-after-the-case-has-left-the-setting-or-area>
- No unauthorised visitors are allowed on Park
- Security checks are carried out regularly by the Celtic Holiday Parks team
- Clear reminders about social distancing are visible across the Park facilities for all guests to follow.
- Reducing facilities capacity as direct by Welsh Government guidelines to allow for social distancing in all any open public facilities. Please check in advance of your stay which facilities are currently open.
- Creating safe queuing areas in all facilities, with relevant signage and floor markers.

### **What we ask of you**

We want you to continue enjoying your holiday home at Celtic Holiday Parks, and respectfully ask that you follow our new ground rules which are for your own safety:

- Your Holiday Home should only be used by members of the same group
- No social gatherings with friends in your holiday home
- Visitors will not be allowed access to the Park
- We respectfully remind you that 'holiday use only' conditions continue to apply
- Please do not allow children to roam unsupervised around the Park, so that they do not, albeit inadvertently, break the social distance rule. Children must be accompanied by a parent or guardian at all times.
- Social distance to be maintained at all times from other owners
- Social distance to be maintained at all times from park team members and all visitors to the Park

- One way systems may operate in some areas of the park to ensure social distancing can be complied with. Please respect these systems.

### **Preparing your holiday home for occupation**

#### **If you tourer has been standing for some time -**

- We recommend that you flush through water systems to clear out stagnant water, especially shower heads which should be held away from the face to avoid inhaling spray.
- Toilets should also be flushed
- Run the hot water until it reaches temperature
- If there are any issues with your holiday home, please report to the Guest Welcome team in the normal manner via e mail. As considerate Park owners, we have developed safe working practices for our guests and team. Depending on the nature of the maintenance, our team may ask you to vacate the accommodation and ventilate for an hour prior to them being able to enter your holiday home.
- If you have contracted a third party to undertake any works on your holiday home e.g. carpet fitting etc please ensure that they are aware of **Celtic's Safe Visits Pledge for Contractors** which can be found on our website. Procedures within this document must be followed for the safety of all parties. This is available to view on our website.
- We currently await Welsh Government guidance on the facilities which we are able to operate going forward. We will communicate this to you in due course.

### **Main Facilities Protocols**

Please use the hand sanitiser available when entering or leaving all main facilities buildings.

### **Restaurants and Bars**

In Wales, restaurants and bars are currently closed. We have a Take Away service in operation at Charlie's – Steaks, Grills and Pizzas at Meadow House Holiday Park from 16<sup>th</sup> July and at Charlie's Restaurant and Bar, Croft Country Park from 23<sup>rd</sup> July.

Menus are available in the restaurants. To order you will simply need to ring the Restaurant, make a payment over the phone, and our Host will advise of your collection time.

## **Making use of local shopping and Take Away facilities**

### Receiving deliveries

There are several businesses within the local area offering takeaway and delivery opportunities for both cooked foods and shopping. Our Guest Welcome teams will be glad to advise you on what is available at the time of your holiday. Updates will be made on our website moving forward.

Please note that if you intend to use supermarket deliveries from major chains such as Tesco, Asda etc deliveries can only be accepted when you are in residence in your accommodation. We are unable to accept pre deliveries of goods.

In respect of any deliveries, or use of take away services we ask that you please meet your delivery at the entrance to the Park, outside the main building. Unauthorised vehicles are not able to enter Park facilities.

### **Celtic Wellbeing – health, beauty, fitness and gym**

We are awaiting guidance from the Welsh Government in regard to opening of these facilities, which are currently closed.

### **Swimming Pools**

We are awaiting guidance from the Welsh Government in regard to opening of these facilities, which are currently closed.

### **External toilet and shower blocks – will not be available**

We are awaiting guidance from the Welsh Government in regard to opening of these facilities, which are currently closed.

### **Childrens Play Areas**

Government legislation currently requires play areas to be closed as such areas are currently inaccessible.

### **Using the Launderette**

We are awaiting guidance from the Welsh Government in regard to opening of these facilities, which are currently closed.

### **Using on Park Arcades (where applicable)**

We are awaiting guidance from the Welsh Government in regard to opening of these facilities, which are currently closed.

## **How you can help us all remain safe?**

### **If someone in your party displays Covid-19 symptoms whilst staying in your holiday home**

The incubation period of COVID-19 is thought to be between 2 to 14 days (it is believed to be an average of 5 days). This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have probably not been infected.

If someone becomes unwell and believe they have been exposed to COVID-19:

- You will need to report your guest becoming unwell to your Park Reception. The unwell person should call NHS 111 from their mobile (or 999 if an emergency i.e. if they are seriously ill or injured or their life is at risk) and outline their current symptoms.
- Once we are aware of a guest becoming ill, you will be advised that said guest should be removed to an area which is at least 2 metres away from other people. If possible, a room or area where they can be isolated behind a closed door should be identified for this purpose. If it is possible to open a window, do so for ventilation. The individual who is unwell should call NHS 111 from their mobile (or 999 if an emergency i.e. if they are seriously ill or injured or their life is at risk).
- Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow. If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available.

Where guests have become ill whilst staying on Park, they will be asked to travel to their main domicile to self-isolate as previously outlined.

### **Check Out Procedures – Departing your Holiday Park**

We now need to be aware of all visitors on each of our holiday parks. We ask that you please call into Reception and complete a Check Out form prior to leaving to return to your home. We are planning on putting an on line check out on our website, and will advise when this has been uploaded. It is essential for the Track and Trace system, and the wellbeing of all that you do complete this document. You will also need to confirm that no one suffered Covid symptoms whilst in occupation.

Useful links:

[Corvid-19 Government guidance for the public](#)

- The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia). If you have these symptoms, however mild, stay at home and do not leave your house for at least 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
- Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
- To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands using soap and water or use a hand sanitising gel.
- Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people

Useful information:

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance#guidance-for-the-public>

Staying alert and safe (social distancing)

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

**We very much look forward to welcome you back to Celtic.**

**Celtic Holiday Parks**  
**Updated 07/07/2020**



Llywodraeth Cymru  
Welsh Government

# Test. Trace. Protect. To keep Wales safe.



GIG  
CYMRU  
WYLLS  
NHS  
WYLLS  
Public Health  
Cymru  
Wales

## What do you need to do?

**1**

You develop at least 1 coronavirus symptom: a new continuous cough; high temperature; or loss of smell or taste.



**2**

You and members of your household follow self-isolation guidance.



**3**

Take a test within the first 5 days of developing symptoms, when the test is most effective. [Apply for a test here.](#)



**4**

If the test is negative, no further action is needed by you or others in the household. You no longer need to self-isolate. If the test is positive, you will be contacted by a contact tracer on behalf of the NHS Wales Test Trace, Protect service. You will only be contacted after you have had a positive test.



**5**

You will be asked to provide us with information. We will need to know who you've been in contact with and where you've been in the two days before your symptoms started until now.



If you've been within 1m of someone for 1 minute or longer or within 2m of someone for 15 minutes or longer, you'll need to tell us about them. You'll also need to tell us about anyone you've travelled in a vehicle with, or people who've sat near you on public transport. Please be vigilant for scam callers. We will never ask you for any financial information, bank details, or passwords. If in any doubt, do not provide the information. Tests will be sent from +447775106684, email will be sent from [testing@wales.nhs.uk](mailto:testing@wales.nhs.uk) / [ofharn@wales.nhs.uk](mailto:ofharn@wales.nhs.uk), and calls will be made from 02921 961133. No other channels will be used by the NHS Test, Trace, Protect team.

**6**

A contact tracer will get in touch with your contacts. They will tell them that they have been in contact with someone who has tested positive for coronavirus. Your identity will not be revealed unless you give permission. They will be provided with support and advised to self-isolate for 14 days from their last contact with you. Members of their household will not be asked to self-isolate, but should follow the [social distancing guidance](#) and avoid contact with the person isolating at home.



**7**

Your contact will only be advised to take a test if they are displaying symptoms. Testing asymptomatic people is not recommended as it can generate false negatives. If they test positive, the process will be repeated for this person, their household members and contacts.

**TRACE YOUR MOVEMENTS. STOP THE SPREAD.  
TOGETHER WE'LL KEEP WALES SAFE.**

Visit [gov.wales/coronavirus](http://gov.wales/coronavirus)

