



BAROD AMDANI
WE'RE GOOD TO GO



SAFER STAYS 

SUPPLIER/DELIVERIES AND THIRD PARTY CONTRACTORS

CELTIC'S SAFE VISITS PLEDGE

As a valued supplier, we have developed the following steps to ensure that your visit to Celtic Holiday Parks is safe for you, our staff, visitors and holiday home owners. We wish to demonstrate to the wider Pembrokeshire communities in which we live, that we are taking every necessary precaution to protect the place they call home. Please respect our requests and maintain social distancing at all times.

If after reading you are unsure of any of the steps prior to your visit, please don't hesitate to contact the Reception desk at the Park where you are delivering:

guestrelations@celticholidayparks.com

Meadow House – 01834 812438

Noble Court – 01834 861908

Croft Country Park – 01834 860315

Delivery Procedures – Arriving on Park

Please park outside the main Reception building. Maps of each Park can be found on our website by following *the links below* -

- *Noble Court Holiday Park/Celtic Escapes* - <https://www.celticholidayparks.com/media/224915/celtic-hp-noble-court-sept-2019-with-secret-owl-garden.pdf>
 - *Meadow House Holiday Park* – https://www.celticholidayparks.com/media/117967/meadow_site_map_2017.pdf
 - *Croft Country Park* - https://www.celticholidayparks.com/media/117967/meadow_site_map_2017.pdf
-
- All personnel delivering to Park will need to report to our Guest Host team, whilst maintaining a social distance, and sign our visitor arrivals book. Masks must be worn in shared public areas with the exception of restaurants.
 - Please follow hand sanitisation protocols on both entering and leaving the main building.
 - For bar and restaurant deliveries you will be advised of any relevant drop off points by the reception team. All drop offs need to be placed on the floor and not onto surfaces.

Contractors working on Park

Arrival

As above, please check in with our Reception team in the main facilities building, observing hand sanitising protocols on entering the building. It is essential as part of the Government's test, track and trace system that we know who is on Park each day. This information is stored for 21 days as advised.

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>

Carrying out works on the Parks

Owner holiday homes

If you have been contracted to carry out works on an owned holiday home, you will need to observe some distancing within the unit as part of any risk assessments. Alternatively please arrange for owners leave the unit whilst repairs or maintenance are taking place. It is the preference of Celtic Holiday Parks that all owners leave the units whilst works take place. All guests will be advised by our Guest Relations Team that they must vacate and ventilate the unit for 30 minutes prior to your arrival. Post maintenance, please advise the guest that they need to leave 30 minutes prior to re-entering the unit.

Celtic Holiday Parks rental fleet

Please liaise with our teams (Maintenance, Sales and After-Sales) in advance of your visit, to ensure that we have communicated your arrival to any visitors who may potentially be in residence. Visitors have been furnished with guidance which outlines Celtic Holiday Parks safe working procedures for any necessary maintenance in their accommodation. Please note that you will need to sanitise the area in which you have been working with sanitising spray. Please liaise with our Maintenance Team for a supply of spray and disposable cloths.

See below:

Something to report about your accommodation?

On rare occasions you may need to call the Park Maintenance Team [or contractors] to make a repair to your accommodation. If this is necessary, please in the first instance call your Park Reception. An out of hours emergency number is in your general welcome information pack.

As considerate Park owners, we have developed safe working practices for our visitors and staff. All accommodation will need to be vacated for one hour prior to anyone entering to carry out a repair. The repairs will then be carried out, and you will be called once these have been completed and the area sanitised. You need to leave one hour from the time of this call before you re-enter the accommodation.

Celtic Holiday Parks sales units

The Sales team will contact you to pre arrange entry to the unit, which will be left open for your works to be carried out.

Completing your works

When works are completed on park please contact the Park electronically by e mail or phone to indicate that you have left.

What we do to keep you safe at Celtic Holiday Parks

- Our staff are fully trained and Covid aware
- 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.
- Creating safe queuing areas in all facilities, with relevant signage and floor markers.

What we ask of you

That you continue to follow social distancing protocols, and sanitise your hands on both entering and leaving the Park.

You should carry sanitiser with you, but it is always available for use within the Reception area.

If you display Covid-19 symptoms whilst on Park

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 you become unwell and believe you have been exposed to COVID-19:

- You will need to report this by phone to your Park Reception. Call NHS 111 from your mobile (or 999 if an emergency i.e. if you are seriously ill or injured or your life is at risk) and outline your current symptoms.

- Whilst you wait for advice from NHS 111 or an ambulance to arrive, you should remain at least 2 metres from other people. You should avoid touching people, surfaces and objects and be advised to cover your 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 you don't have any tissues available, they should cough and sneeze into the crook of their elbow

Useful links:

[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.
- 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>

07/08/2021