



BAROD AMDANI
WE'RE GOOD TO GO



SAFER STAYS

GUIDANCE TO HOLIDAYMAKERS TO OUR PARKS

We look forward to welcoming you to Celtic Holiday Parks

#FreshAirHolidays

To You, our Valued Holidaymakers

“Firstly, thank you for choosing Celtic Holiday Parks as a location to enjoy your holiday.

We’re very much looking forward to welcoming you to Celtic Holiday Parks. We would appreciate that you familiarise yourself with the Celtic Covid Safety guidelines below prior to your visit. As the Welsh Government has now reintroduced Tier 0 and restrictions have been minimised, there are still some areas of the business which operate differently within these changed times. These measures have been introduced to ensure your own safety during your stay, that of our valued team and the wider Pembrokeshire community”.

With grateful thanks -

Huw Pendleton

Managing Director

Celtic Holiday Parks

If after reading you are unsure of any of the steps prior to your visit , please don't hesitate to contact the Guest Welcome desk at the Park where you are staying or e mail guestrelations@celticholidayparks.com

Meadow House – 01834 812438

Noble Court – 01834 861908

Croft Country Park – 01834 860315

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 follow Government advice.

Pre Arrival Data – Test Track and Trace

Our check in procedures have changed in line with legislation. In advance of your arrival you will be required to **COMPLETE AN ON LINE PRE ARRIVAL FORM which can be found on this link** <https://www.celticholidayparks.com/check-in/>

This will require full details of every member of your party including names, addresses, telephone number and whether you or any of your party have experienced any Covid Symptoms within 14 days prior to your departure.

All information captured will be compliant with 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.*** The introduction of these measures are to promote the safest operating regimes to protect our guests, teams, and communities whilst assisting with the Test Track 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](https://bit.ly/2Dj2B5B)

Your Park Welcome Information Pack

Additional information about your holiday park will be available at check in. Take time on arrival to read through the "Bouja" Welcome file within your accommodation which outline additional information essential to your stay.

What shall I bring?

All accommodation

We will provide toilet roll and a starter soap within your accommodation welcome pack in readiness for your arrival. You may wish to bring additional products such as sanitising spray etc.

Hot tub accommodation

Soft fluffy towels are provided in the following grades of accommodation:

All Celtic Escapes with the exception of the Hideaway Log pods

Noble Court Holiday Park – Villa Alto, Picton, Pembroke

Meadow House Holiday Park – Whitesands, Amroth

Croft Country Park – Skomer, Grassholm, Skokholm.

The above also have welcome packs which are a starter for your holiday stay, including wine, welsh cakes, crisps, tea, coffee, sugar, (please bring milk), toilet rolls. We also recommend that you bring additional towels to use after enjoying your hot tubs.

If you are staying in the following accommodation you will need to bring your own towels to use on your holiday, including additional for post hot tub use.

Noble Court Holiday Park – Manorbier, Carew

Meadow House Holiday Park – Barafundle, Freshwater

Croft Country Park – Ramsey, Caldey

A starter pack of tea, coffee and sugar is provided (please bring milk)

We are really looking forward to seeing you on Park, and our Guests Hosts teams will be able to update you on what's available to do in the local area

Arrival at your Chosen Holiday Park

Whilst masks are no longer required by law within hospitality as our main facilities buildings are shared between swimming, sales, food and beverage and wellbeing, we would ask that you still remain wearing a mask in the shared areas. This follows Welsh Government guidance.

You will see that our staff will still be wearing facial protection and protection screens will remain in our bars and restaurants. We would also encourage you to wear masks in busy indoor areas.

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/294964/noblemapmar21.pdf>
- *Meadow House Holiday Park* –
<https://www.celticholidayparks.com/media/294963/meadowmapmar21.pdf>
- *Croft Country Park* –
<https://www.celticholidayparks.com/media/294962/croftmapmar21.pdf>

CHECKING IN

We will try our utmost to avoid queuing on busy check in days. Check in times are between 3:30pm – 5pm. If you would like to give a call when you are nearing your Holiday Park we can advise based on volume.

Parking is available outside our reception areas. Please respect social distancing guidelines (of 2 m) and follow our distancing signage on the floor whilst checking in. Hand sanitising stations are provided when you enter the main facilities building, and Perspex sneeze guards for the safety of you our valued visitors and our Guest Host teams are in situ.

We will make the check in process as swift as possible for you in order that you can enjoy your holiday without too much of a delay. Only one member of your party is required to check in; the Park information pack and the pre sanitised keys to your accommodation will be handed to you.

Your Holiday Home

Each unit of accommodation will have “sanitised” indicators on toilets, remote controls and toilet rolls. Please don’t hesitate to call your Park if there is anything we can help you with further during your stay.

Celtic Holiday Parks Safe Visits Pledge

What we do to keep you safe

- Our staff are fully trained and Covid aware
- All holiday homes are well ventilated in advance of your stay to allow air to circulate around the internals.

Our cleanliness standards have always been exceptionally high; however, we have enhanced our protocols to pre sanitise and clean. 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
- Pre Arrival Check in facilities have been made available on line
- With the exception of log pods, all bedding is provided for your stay, which has been laundered to 80 degrees by our laundry contractors.
- 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 of our public facilities.
- Creating safe queuing areas in all facilities, with relevant signage and floor markers.

What we ask of you

Please do not allow children to roam unsupervised around the holiday parks, it is your responsibility to secure the safety of your family.

Main Facilities Protocols

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

Restaurants and Bars

Please note, we are currently operating a booking service at **Charlie's Restaurant and Bar** at Croft Country Park (01834 860315), **Charlie's Celtic Tavern** at Noble Court (01834 861908) and **Charlie's Steaks, Grills and Pizzas** at Meadow House (01834 812438).

Please ring for further details, and to make your booking.

Your Guest Host at Noble Court will also have further details and will be happy to make any bookings for you.

Celtic Wellbeing – health, beauty, fitness and gym

Well-equipped gyms are available at both Meadow House and Croft Country Park. 30 minute and 1 hour sessions are able to be booked via the main facilities numbers above. Further information may be found here <https://www.celticholidayparks.com/me-dia/294990/celticholidayparkgymprotocol2021v1.pdf>

Celtic Wellbeing beauty is now operating at both Croft and Meadow, using organic Neal's Yard products. Further information may be found at <https://www.celticholidayparks.com/wellness-and-beauty/>

Swimming Pools

All Swimming Pools are open. Pre booking is required prior to your first swim. Please read carefully through our swimming protocols which can be found on this link [celticholiday-parksswimmingpoolprotocols-1.pdf](https://www.celticholidayparks.com/swimmingpoolprotocols-1.pdf)

Children's Play Areas

All children's play areas are now open.

Using the Launderette

The Launderette is open. Please use social distancing and sanitising protocols when using the facilities.

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 Reception teams will be glad to advise you on what is available at the time of your holiday.

You'll find a link to information on our website - <https://www.celticholidayparks.com/media/247292/pembrokeshire-youre-good-to-gov1.pdf>

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 holiday accommodation. Our team are unable to accept delivery prior to your arrival as your accommodation has been pre sanitised and sealed ready for your arrival.

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 Reception. Unauthorised vehicles are not able to enter Park facilities.

Something to report about your accommodation?

On rare occasions, you may need to call the Park Maintenance Team 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. Our team will liaise closely with you concerning any repairs, as your accommodation will need to be pre-ventilated for 30 minutes before our staff can enter. Our staff are fully equipped with relevant PPE. We would ask you to vacate your holiday accommodation for the duration of the maintenance procedure and our team will contact you by telephone when works are complete. You will need to leave 30 minutes after this call, until you return to your accommodation.

How can you help us to remain safe?

If someone in your party displays Covid-19 symptoms whilst on holiday

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 on holiday, the party will be asked to travel home as a matter of urgency. We will work with you on making an alternative booking for your replacement stay.

PRIOR TO DEPARTURE and CHECK OUT

Check out is strictly by 9:00am. 2 night stays only 10:00am checkout. Please ventilate your accommodation by opening windows or leaving on the latch if the weather is inclement. Check out on line at <https://www.celticholidayparks.com/check-out/>. You will also be provided with a printed form if you prefer to use that.

Please complete this, pop into the envelope provided with your keys and leave at Reception. If you plan to make an early start a Key Drop facility is outside each main building.

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>

Celtic Holiday Parks

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Test. Trace. Protect. To keep Wales safe.

What do you need to do?



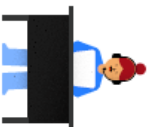
You develop at least 1 coronavirus symptom: a new continuous cough, high temperature, or loss of smell or taste.



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



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



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.



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. Texts will be sent from +447775106684, emails will be sent from tracing@wales.nhs.uk / otrham@wales.nhs.uk, and calls will be made from 02921 961133. No other channels will be used by the NHS Test, Trace, Protect team.



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.



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