



BAROD AMDANI  
WE'RE GOOD TO GO



# SAFER STAYS

**GUIDANCE FOR HOLIDAY HOME OWNERS**

## 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 at <https://www.celticholidayparks.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](https://bit.ly/2Dj2B5B)

## **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.

### **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 residence. For the safety of yourself, other Park users and our wider community we do not allow self-isolation in your own holiday home.

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. Details can be found here:

<https://www.celticholidayparks.com/media/247292/pembrokeshire-youre-good-to-gov1.pdf>

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

## **Arriving on Park**

Times have changed and we would respectfully ask that you follow track and trace protocols. Please use our on line CHECK IN and CHECK OUT facility when arriving back on Park or returning home. We need to keep up to date records of everyone on our Parks. If you are unable to access the internet, please call in to reception and let them know that you are on site.

<https://www.celticholidayparks.com/check-in/> - <https://www.celticholidayparks.com/check-out/>

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 Reception desks.

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:

- 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

## **Main Facilities Protocols**

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

## **Restaurant and Bars**

- **Charlie's Celtic Tavern** at Noble Court. Please ring 01834 861908 to make a booking.
- **Charlie's Restaurant and Bar** at Croft Country Park. Please ring 01834 860315 to make a booking
- **Charlie's Steaks, Grills and Pizzas** at Meadow House Holiday Park is. Please call 01834 812438 to make a booking.

The use of masks is essential until you are seated at your table.

## **Gyms and Celtic Wellbeing**

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/media/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

[celticholidayparkswimmingpoolprotocols-1.pdf](https://www.celticholidayparks.com/media/294990/celticholidayparkswimmingpoolprotocols-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.

## **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.

## **Subletting**

For those that are permitted within their site license agreements to sublet or for any holiday home owner that allows use by people from another household you should follow Welsh Government guidelines which include robust risk assessments, cleaning regimes, laundry and cushion, throw, rug and removable soft furnishing guidelines to ensure risk is reduced to occupants, park guests, park staff and the local community.

Subletting or letting to those who do not reside with you will require the need to communicate the **Celtic Self Visits Pledge for Visitors to Park**. Copies of this document are available to view on our website <https://www.celticholidayparks.com/media/247279/chp-safe-visits-a4.pdf>.

**As noted previously track and trace information, on line check in and check out must be used by everyone on Park.**

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

- 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
- 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 email. 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**
- 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.

### **Maintenance works on your holiday home**

Should you require maintenance on your holiday home please contact your Guest Host in your Park reception. Once we are aware of the requirement and priority, a ticket will be raised with our maintenance system. We would ask that you leave your holiday home ventilated for 30 minutes prior to the arrival of the team. They will advise when you are able to safely return.

### **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 holiday accommodation. Our team are unable to accept deliveries prior to your arrival.

In respect of any other 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.

## **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.



Noble Court Holiday Park – [noble@celticholidayparks.com](mailto:noble@celticholidayparks.com)

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**

11/08/2021 V4



Llywodraeth Cymru  
Welsh Government

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



GIG Cymru  
CYMRU Cymru  
NHS Public Health  
WALLES 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.



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.



**2**

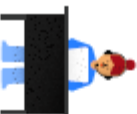
You and members of your household follow self-isolation guidance.



Please be vigilant for scam calls. 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, email will be sent from tracing@wales.nhs.uk / othar@wales.nhs.uk, and calls will be made from 02921 961133. No other channels will be used by the NHS Trace, Test, Protect team.

**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.



**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.

**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.



**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)

