



# Haulfryn

The hallmark of quality

## Haulfryn Group COVID-19 Frequently Asked Questions

The Haulfryn Group continues to put measures in place to help ensure the safety of owners, holidaymakers, local communities and our staff. Below you will find answers to **Frequently Asked Questions**. If your question is not answered below, please use the contact form at the bottom of this page and we will reply to your query as soon as possible.

We are constantly looking to statutory bodies such as the Government and local authorities for guidance and our policies are regularly reviewed. We will update this page with the latest information to ensure it remains consistent with the latest advice.

This page was last updated: **November 2020**

### **ARE YOUR PARKS CLOSED AS A RESULT OF THE LATEST LOCKDOWN?**

As a result of the latest government announcement, The Haulfryn Group has closed all parks and their associated facilities and amenities located across England. Parks closed include: Brokerswood (Devon), Dartmoor View (Devon), Devon Hills (Devon), Finlake (Devon), Holmans Wood (Devon), Orchard Park (Devon), Praa Sands (Cornwall), Edgeley (Surrey) and Delamere Lake (Northwich). Our parks in North Wales will re-open on Monday 9th November at 9am, however some restrictions are in place. Parks re-opening in North Wales include: Aberafon, Crugan, Gimblet Rock, Tal y Fan and The Warren.

### **I'M DUE TO HOLIDAY WITH YOU DURING THE LOCKDOWN, CAN I STILL COME?**

Due to the latest government lockdown across England, holidays are not permitted to go ahead from Thursday 5th November 2020 until the Government say it is safe to do so. Regrettably, this means your holiday will be cancelled and a full cash refund or voucher will be issued to you automatically.

### **I OWN A HOLIDAY HOME ON ONE OF YOUR PARKS IN ENGLAND, AM I ABLE TO COME AND STAY?**

As per the most recent Government announcement, from Thursday 5th November 2020, holiday homeowners are not permitted to stay on park overnight. They are however allowed access for maintenance reasons or to winterise their homes.

### **I LIVE IN ENGLAND BUT OWN A HOLIDAY HOME IN WALES, AM I STILL ABLE TO VISIT PARK?**

Travel into Wales from England is not currently permitted without good reason. For those owners who reside in England, returning to park to collect belongings or winterise your property is allowed, however an overnight stay is not.

### **I'M COMING FROM ENGLAND INTO WALES TO WINTERISE MY HOLIDAY HOME, CAN I DINE IN THE ON-SITE RESTAURANT?**

Unfortunately, whilst on park access to facilities and amenities will be restricted. We are only able to offer takeaway food and drink services currently.





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## **I RESIDE IN WALES AND WILL BE COMING TO STAY AT MY HOLIDAY HOME IN NORTH WALES. WILL THE ON-SITE RESTAURANTS BE OPEN FOR US TO USE?**

The below practices are in place across all our eateries in North Wales. Please note that currently only owners permitted to stay on park overnight are able to dine-in:

- In-line with Welsh government guidance, identification verification is required for all bookings
- We will be providing table service only
- All food and drink must be consumed at tables
- Bookings are being capped at a maximum of four people (excluding children under 11) unless they are from a single household
- Your table will be available to you for a maximum period of two hours
- Face coverings must be worn other than when seated to eat or drink
- Your details will be taken for purposes of tracing people in the event of an outbreak being linked to the venue. It is also essential that you scan the Haulfryn Track and Trace QR code upon entry
- Service will be provided until 10pm and all guests must have vacated the venue by 10.20pm at the very latest

## **ARE YOUR LEISURE FACILITIES SUCH AS GYMS AND SPAS STILL OPEN IN YOUR PARKS IN ENGLAND?**

From Thursday 5th November 2020 all The Haulfryn Group's leisure facilities in England will close as a result of the enforced Government lockdown. Members will have their direct debit payments prorated for the period that they are unable to use the facilities. Those with annual of flex memberships will have their memberships extended.

## **CAN I RENT OUT MY HOLIDAY HOME AT THIS TIME?**

In-line with Government guidelines, in England you are not permitted to welcome holiday bookings.

## **I HAVEN'T BEEN ABLE TO ACCESS MY HOLIDAY HOME. AM I ELIGIBLE FOR A REFUND?**

As a direct result of COVID-19 there are currently a lot of uncertainties. We are hopeful that once we are out of the current lockdown there will be some clarity on what the coming months look like and what that could mean for us as a business.

At present, the latest government lockdown measures have been or are anticipated to only last for a few more weeks. Our top priority during this time is ensuring that the parks and your holiday homes are kept safe and secure and park standards are maintained so that we are able to welcome you back as soon as the Government say it is safe for us to do so.

Please bear with us during this turbulent period, we will be in touch once we are able to make a more informed decision about the recompense, we may be able to offer you.

## **WHEN CAN I START BOOKING HOLIDAYS?**

Holidays can be booked from Wednesday 2nd December onwards, however it may be necessary to cancel your booking dependant on government announcements and guidelines.





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## **WHO CAN I SPEAK TO IF I AM CONCERNED ABOUT THE HEALTH AND WELLBEING OF SOMEBODY ON MY RESIDENTIAL PARK?**

If you are concerned about someone on the site, please contact the reception team on your park.

## **WHO CAN I SPEAK TO, TO REPORT ANYONE SEEN BREAKING SOCIAL DISTANCING OR OTHER COVID-19 RELATED RULES?**

If you have any concerns, please contact the reception team on your park.

## **HOW CAN I VIEW CURRENT HOLIDAY HOMES FOR SALE?**

Our sales offices in England are open. We have various ways of viewing homes for sale, whilst adhering to Government guidelines. Please contact the team to arrange a viewing most convenient for your needs.

You can also view our current holiday homes for sale on our website at:

<https://www.haulfrynholidayhomes.co.uk/homes-for-sale>