

## Parks re-open from 4<sup>th</sup> July

We are delighted to be able to confirm that we will soon be re-opening our parks to owners and holiday makers in self-contained accommodation, including touring holidaymakers who require the use of shared facilities.

Our parks in England will re-open on **Saturday 4<sup>th</sup> July**.

Our parks in Wales will re-open on **Monday 13<sup>th</sup> July**.

These dates are subject to COVID-19 remaining under control, and no change to the dates advised by the relevant governments. Should there be a change in the date that self-contained accommodation is permitted to open, we will provide a further update.

## What to expect on park

Ensuring that everyone can enjoy the park safely and comfortably remains our number one priority. We have worked closely with industry sector and government bodies to develop appropriate measures and protocols on park to reassure and protect our holiday-home owners, holidaymakers, team members and local communities.

When you arrive on park you will be asked to follow some simple steps to help keep yourselves and others safe. Our Park Charter outlines the commitments we are making to visitors to our parks, and what we are asking of them. This includes the following measures which we are all becoming familiar with in our day to day lives:

- Social distancing signage and floor markings, adhering to all government guidelines.
- Alcohol hand gel cleansing stations at the entrance to all facilities.
- Antibacterial spray available in all facilities.
- Perspex barriers at tills and service points.
- Temperature checking for visitors entering food and beverage, leisure and spa facilities.
- Reduction in the number of people who can be inside any of our facilities at any time.

We have thoroughly trained every team member on these new safety measures, have enhanced cleaning in place, and will be checking their temperatures at the start of each shift.

Following today's announcement about our parks in England, we can confirm that our restaurants and bars will be open from the 4<sup>th</sup> July. Indoor and outdoor table service will be available, albeit with reduced capacity to maintain social distancing. Spa and leisure facilities will remain closed until the government advises it is safe for them to re-open.

We are awaiting confirmation from the Welsh government about the services and facilities we will be able to open over the summer on our parks in Wales. We will update you again once further guidance is provided by the government.

We are, however, introducing many new and exciting services across our parks, designed to further minimise physical contact and to enhance your stay.

- Upon re-opening all parks will be cashless with a range of contactless payment options available.
- Parks with food and beverage outlets will offer take away and delivery services to your holiday home. Outdoor seating will be available at all food outlets.
- Park shops will have an enhanced range of products to make it easier to get your essentials and ingredients for cooking in your holiday home.
- A range of new activities and partnership deals will be available to make your holiday even more fun and enjoyable. Look out for more information in the coming weeks.