

Osborn Leisure LLP

Covid-19 Hygiene, Cleaning & Social Protection Plan

General additional Hygiene plans for all parks

- Operating with social distancing at all times
- Erecting protective clear screens at our counters
- Moderating the number of people in our shops / reception areas
- Putting in place clear 2m queue markers
- Providing hand sanitiser / gel both outside and inside our shops / reception / communal areas to encourage good hygiene levels
- Increasing our regular cleaning regimes with focus on using anti-viral products as well as anti-bacterial
- All staff to receive additional training to cover increased cleaning/ sanitizing routines and an understanding of Covid-19 symptoms including what to do should they have any symptoms
- All staff temperature checked prior to shift, anyone with a temperature sent home
- All staff provided with PPE
- All outside & garden furniture to be fogged regularly with sanitizer via specialist fogging machine

Specific to Lodges

- Operate with social distancing at all times
- Enabling contactless check-in, contact made with guests via email and phone calls
- Check in **STRICTLY** enforced at 4pm onwards to allow correct cleaning regime unless specifically pre-arranged with the park for an earlier check in time.
- If a guest arrives **too early** they will not be allowed access to the lodge
- Pre-arranged time slots for contactless key collection & contactless key return system
- Post arrival phone call to check guest has everything they need
- Dedicated mobile phone number for guests to contact with queries during stay
- Guests encouraged to use text message or what's app messaging for general queries during their stay
- Care packages including hand sanitiser and anti-viral cleaning equipment left in lodges
- Increased cleaning time planned to allow for additional deep clean prior to guest arrival
- Anti-viral and anti-bacterial products used to clean lodges
- Once the clean is complete whole lodge and furnishings to be treated with sanitizer via a specialist fogging machine
- All high touch items eg TV remotes, door handles etc etc to be treated with sanitizer via a specialist fogging machine
- Once fogging complete the lodge is strictly no entry prior to guest arrival
- Laundry washed at minimum 70 degrees
- Most non-essential furniture and furnishings removed
- Guests asked to open all windows to lodge as they check out to allow a protective buffer for staff when they re-enter

Specific to Camping & Touring

- Operate with social distancing at all times
- Shower block limited to every other shower / WC (clearly taped off for no use)
- Shower block cleaned every 30 minutes with anti-viral and anti-bacterial cleaners
- Shower block fogged with disinfectant 3x per day
- Families encouraged to use the shower block alone as a family group
- Social distance markers at 2m
- Games room & Gym room closed to public
- Children **MUST** be accompanied by an adult at **all times** in **any** communal area
- Caravans / RV's to be encouraged to use their own facilities rather than the shower block

This plan will be reviewed on a daily basis with additional protection systems added as necessary.