

Ilton Farm Campsite

COVID-19 Procedures

In order to be a Covid Secure site for 2020, there are several new methods and procedures in place for this season. We have had to change how things work slightly in order that you and the staff and other guests are safe to enjoy your long awaited holiday.

We have fully risk assessed and audited our site (in line with government guidance) to make sure that all possible risks (ie touch points) are limited and made as safe as possible (stringent cleaning rotas). This creates a responsibility for both you (washing hands after touching public surfaces) and us (keeping those surfaces clean) in order to keep us all safe. Please abide by our procedures and make sure that you are acting responsibly at all times, follow the countryside code when out and about and consider our broader community and how your actions impact on them.

- **Arrivals and departures:**

Please do not come if you suspect you have COVID symptoms. We cannot have you on site or isolate you once here- you will be sent home.

All pitches, hook-up and non hook-up, are now arrival after mid-day, departure by midday.

All pitches will now be allocated before arrival, we will let you know by phone 2/3 days before arrival. If you have not heard from us please call.

Payment for all pitches will be paid in full before arrival, by card over the phone.

On arrival please do NOT come down to the farmhouse, please go straight to your pitch. If you have any questions or issues that you need us for, please CALL and we will come up to you. We are trying to keep our family home as isolated as possible.

Late arrivals:- if arriving after 10pm please be considerate of people trying to settle for the night.

- **Pitching:**

All pitches are now numbered and allocated.

Hook –up pitches from 1-36, and A-E (CL), white with black writing on.

Non hook-up pitches (signs with green backgrounds and yellow numbers on) 100-127.

All pitches will also have markers (white posts) by the hedge to show the boundaries of your pitch. Please pitch your unit so that you are central to your pitch with the maximum space possible either side of your unit to other people's units. Your cars must be parked in front of your unit to maximise the space either side of your pitch. This will enable people to keep as socially distanced as possible. All tents and vans must be perpendicular to the hedge and not parallel, leaving as much space in-between you and your neighbour as possible. The pitch number will be the centre of your pitch and the two white posts are the boundaries so you can be clear where to site within your pitch. Correct parking within pitches is essential and this will be being checked.

There will be a Map of the Site by the bin storage area (on your left on arrival) this will show you where your pitch number is located within the field.

- **Amenities and Information block**

Our facilities block is open and for all to use, however if you have your own toilet/shower please use that. Please make sure that you are washing your hands as often as you can throughout your stay. Your hands need to be washed whenever you touch any public surface, and when you come into and out of the shower and toilet block. This includes when you use the washing up facilities and the information/ charging/ laundry area.

There will be a hand sanitising point at the bottom of the steps to the facilities block- please use this on leaving the area.

The facilities block will have an increased cleaning rota, which will involve it being shut completely from 12-3pm, for a thorough deep clean. This will mean no body can enter the path to it even. This is for the safety of our staff and to enable them to get on with the job. This may lead to queues at other times- please be considerate and avoid peak times if possible. If there are no available facilities please queue outside or return at a later date- do not queue or wait inside the building. If the ladies and gents facilities are full- do try the family room/ disabled facility as this may help to ease the other facilities at peak times.

There is a toilet down by the Farmhouse that you can use whilst the facilities block is closed for cleaning or if there is a queue.

If you have any concerns about the cleanliness or condition of the shower and toilet block- please do call us and we will come and sort it for you. Call Jon on 07974242329.

Please tie all dogs up at the appropriate tie stations- they must not enter any of the building AT ALL. If you have a guide dog please do let us know.

The facilities block includes free phone charging, full laundry facilities, free ice pack freezing and a free hot washing up area. Please make sure you are sanitising before and after using any of these.

Only one family group may wash up/ launder at any one time- please queue outside if waiting for these facilities.

The facilities block will be being cleaned 3x a day and being checked throughout. But if everyone is washing their hands this is the best way to ensure you do not transmit or pick up the virus.

- **Social distancing**

We need people to be responsible around site and make sure that they are social distancing throughout their stay here, in order to keep them and other guests safe. This **MUST** be adhered to wherever possible- and we will again be checking on how people are behaving to others. If you are not being considerate to other people and their needs to stay safe we will have to ask you to leave. This includes having dogs on leads at all times and making sure your children are playing safely and appropriately, and not infringing on other people's spaces or in their area.

Please be considerate on the path to and from the facilities block allowing others to come up before walking down, if they are already walking past the passing space.

- **Guests**

For this year due to the increased risks we will not be open to guests coming onto site. We feel this just helps relieve the pressure on our facilities and limits the risk to our campers.

This way we know who is on site at all times and who to contact and if there is an outbreak. We realise that this is a big decision to take- but we have thought it through and feel it is essential.

- **Picnic Tables**

We have a selection of tables that are scattered about the site- for the use of our campers. If you wish to use these tables please wash them before and after use and do so at your own risk. We cannot be held responsible for these tables but feel it would be unfair to remove them for those who rely on them. Please use them respectfully and on a need basis. There are not enough for everybody – but they are available for those who have no other seating/tables.

- **Dogs**

Please as usual walk you dogs off-site. This is essential for the kids playing onsite- to keep the grass clean and usable for them. If an accident occurs onsite- please pick and clean up after your dog- it is not fair on other campers not to do so.

Dogs **MUST** be on leads at all times even if they are well trained - and under full control. They must not be allowed to roam or travel about the site as they can transmit the disease.

There must be no walking of dogs in any of the farm fields- there is a green lane just up the road for this purpose and Devon lanes to walk through.

- **Waste disposal**

Bins are located near the entrance to the site on the left hand side. All bins are labelled and coloured.

Green bins are for dry mixed recycling (cardboard, plastic and cans). There is a smaller bin for glass.

All blue bins are for general waste, please recycle as much as possible.

All waste must be handled by yourselves and disposed of appropriately. Please wash your hands after disposing of your waste.

The chemical disposal point is located down by the farmhouse, past the back door towards the big sheeted metal doors. It is a manhole cover and a tap. Please use the toilet adjacent to this to keep your hands washed after using this facility.

- **Farmhouse**

Please be aware that our reception area in the farmhouse is our family home. Please refrain from coming down to the house as if our children answer the door to 150 campers a day this is exposing them to a huge amount of risk. If you need us please CALL us and we will come to you- but would ask that you respect our home and stay away.

If you need to make a payment please call 01548843635- we can take a card payment from you and evenings are always best to do this as we will more than likely be inside.

If you need us for anything else please call Jon: 07974242329 Vicki: 07974251021

If you require any information about our local area, such as how to get to the beach, Salcombe, wifi code or where to catch a bus; Please do use the information area of our facilities block- it is all there for you to find and will save us saying it 100 times a day!!

Our WIFI is a limited service so everyone can access it- it will not manage to stream films- but can be used for all work purposes, emails and facebook check-ins!

The username is; Ilton farm guest: Pass Code; is : 5cgrrkL4

You can also log in through facebook- which helps keep our visibility up!

We realise this all sounds quite serious and much more regimented than we would normally like to be- but we feel this is essential for your and our safety. We would like to thank you in advance for all the effort that you will be making to make sure that we can remain open and Virus free.

THANK YOU!

