

## **It is extremely important that guests read thoroughly and adhere to this Dunster Beach Coronavirus Policy**

As we're sure you can appreciate, we have had to make some changes to our normal procedures to ensure the continued safety and well-being of our staff, guests and visitors during the current situation. We have followed guidelines laid out by the Government and associations such as Somerset Chamber of Commerce and the Professional Association of Self-Caterers.

**Whilst all guests will need to read this Policy in its entirety a couple of key points of note are;**

- Bring your own duvets, pillows, mattress covers.
- Bring your own towels and tea towels
- Do not arrive on site before 3pm, if arriving early stay in the beach car park and do not come on site. If a chalet is available earlier then we will contact you.
- You must vacate your chalet by 10am on the day of departure, for us to deep clean chalets ready for the next guests
- Dunster Beach is operating a 2m safe distancing policy, so please observe this on site

Things are different for this year. For the many guests who holiday at Dunster Beach year after year, you will notice some changes. We hope that we have struck the right balance between staying safe and have a relaxing break at the Beach.

As part of our Covid-19 Secure Policy, chalets have been stripped of everything but essentials. Books and DVD's have been removed, as well as ornaments and all non-essential items. If you have stayed at Dunster Beach before, you will notice a change in how Chalets are set up.

You as a guest at Dunster Beach need to read all the information below and familiarise yourself with the detail and be mindful of anything additional you may need to bring with you this year.

Please help us by abiding by the following information:

- Please do not travel if you or anyone in your household is displaying symptoms of Covid-19. Please contact us to cancel your stay
- Please do not travel if you or anyone in your household has been contacted via the NHS Test and Trace system and asked to self-isolate
- If any member of your party develops symptoms of Covid-19 or is contacted by the NHS Test and Trace system during your stay, please return home immediately. Please phone the office as soon as possible to advise us that you are leaving due to Covid-19 so that we can take appropriate action. You cannot self-isolate at Dunster Beach – we do not have the facilities to give care support to anyone who is self-isolating. In the unlikely event that the manager has agreed a guest remains in a Chalet to isolate the guest will be liable for additional rental costs.
- If you live in an area where a temporary localised lockdown has been implemented by the Government. You must not travel to the Beach and you must contact the office as soon as possible to cancel your booking
- Dunster Beach is maintaining the 2-metre distancing regime. Wherever possible please observe and respect this

- Do not arrive before 3 pm. Your chalet will be undergoing a deep clean in preparation for your stay and you will not be able to check in before 3 pm. If you arrive at Dunster Beach earlier than that, please remain in the car park area and do not come onto the site until it is time to check in. You will be asked to leave the site if you arrive before 3 pm
- Please ensure you check out by 10 am at the latest on the day of departure so that there is time to prepare the chalet for the next guests
- You will need to bring all bed and kitchen linen with you – duvets, pillows, mattress covers, sheets and pillowcases, towels and tea towels
- Non-essential items have been removed from chalets to make cleaning and sanitising easier and to mitigate risk. Items removed will include books and magazines, some maps, DVDs and games
- Cutlery, crockery, glasses and utensils etc have been reduced to allow a thorough clean and to mitigate risk
- We strongly advise that you bring disposable gloves with you, and any other PPE items you may require as these items are difficult to purchase locally
- Ensure for the length of your stay you wash your hands frequently and using the 20 second wash guidance

### Checking in

On arrival, park in the parking area outside the office. This year we have set up a marquee in which we are managing all checking in and checking out. There is a one-way system in operation in the marquee, please observe the signs. Where possible, only one member of the party to check in please. To minimise risk please wear a face mask and bring your own pen. After checking in proceed directly to your chalet.

### Shop/Café

The shop and café will not be open. There is a small shop operating at the kiosk which is situated to the side of toilet block A at the entrance to the site.

### Kiosk

The kiosk will be open daily from 10am to 4pm, 7 days a week. Operating hours may be extended should we have the weather and resources to do so. You can order a paper via the kiosk and collect it from there.

### Toilet Blocks

Toilet Blocks A, C, D and the disabled washroom in E block will be open. They will be open 24 hours. Please use your shower key to access. Some of the cubicles inside each block will be closed to ensure we can implement a robust cleaning regime throughout. Queuing for toilets and showers will need to be outside. Strictly observe the 2-metre safe distancing when using the shower block and please use the hand sanitiser before entering.

### Laundry

The laundry will be open from Monday to Saturday 10am to 2pm. The door will be propped open during these times. Please observe social distancing when using this facility. There is a sanitizer station outside the laundry by the door.

### Office

Whilst the office will be staffed, we need to limit the number of people coming in. Please only come to the office in an emergency. In all other cases either ring the office or the emergency phone number, or email. Should you need to come to the office then please wear a face mask. Knock on the door and someone will come out to you.

### Recycling Compound

Please wear protective gloves when using this facility. Please be aware that bins are now only collected fortnightly, so only general waste should be deposited. Anything other than general waste or recycling will need to be disposed of offsite.

### Socialising

Being with friends and family is an important part of the Dunster Beach experience. Please do so this year with care. Observing the 2 metre rule at all times. Follow the government guidance on who you can mix with. Do not enter any other Chalet than your own. Stay safe! This includes inviting friends and family to the beach who are not staying at Dunster Beach, they must not enter the chalet and must observe social distancing. This includes the patio area. Please maintain social distancing from neighbouring chalets when outside the Chalet. Reposition patio furniture if you need to.

### Local Amenities and Attractions

Please be aware that many of the local attractions are (at the time of writing) closed or are open on restricted access or times. Please check their individual websites for further details.

#### Shopping

Most of the supermarkets in Taunton, Bridgwater and Minehead have a click and collect service, (order from home and pick up on your way through) or you can arrange for supermarket deliveries to your chalet. Please be aware as check-in is strictly 3pm then arrange your delivery for after 4pm to ensure you are in your chalet to meet the delivery.

#### Bicycles

Some chalets will normally have bikes for guest use, again due to Covid-19 we have asked that these are removed or locked up, so as they cannot be used. Pompey's in Minehead do hire out bikes as do Channel Adventure. Check their websites for further details.

#### Car Park Permit

You will be given a parking permit for your stay at Dunster Beach, please display the permit in your windscreen at all times. Failure to display a valid permit could result in a fine.

#### General Information

Coat hangers have been removed from the chalet so please bring your own and remove when you leave.

The policy will be reviewed frequently and in line with Government advice and guidance. We may have to change the policy during your stay, if so, we ask guests to follow the advice from Beach staff.

In the unlikely event that we have to close the site due to a local Covid-19 issue then we will notify you as soon as possible and will expect guests to vacate the beach site as quickly as possible.

The information contained in this policy is displayed on our website for reference, but we would advise all guests to print out a copy of the policy and bring with them.

The welcome pack is available on the Dunster Beach Website, labelled Welcome Pack. This contains local information and emergency numbers.

A copy of this document is available on our website labelled Covid-19.