



Beachside Holiday Park Welcome Pack 2020

Thank you for choosing to stay with us
at Beachside Holiday Park.

Our commitment to you.

Your safety is our number one priority.
We've introduced some new measures to our park to help us all
play a part in combating the coronavirus and
ensuring you get the holiday you deserve.

Please take a few minutes to read our information pack

We look forward to seeing you !!!

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COVID Secure – Playing your part in keeping everyone safe.

Our pledge to you and your part in keeping our Holiday Park safe.

The safety of our Beachside family team members and guests is always our number one priority.

We have reviewed all currently government guidance and completed risk assessments in order to have measures in place to comply with such guidelines and most importantly social distancing for our guests.

Like any business we are having to adapt to the new normal and as a result there will be changes in place to assist in protecting you and our team members. As a result Brean will currently not be able to offer its usual full range of facilities; however you can expect a seaside holiday with lots of fresh air and a warm friendly smile to assist you during your stay.

- Implemented social distancing measures to ensure we maintain 2 metre distancing including:
 - A one-way system where applicable
 - A clearly sign posted way in, and way out, of our buildings to ensure you can stay 2m apart from everyone else
 - Provide easily understandable and visible markers around park so that you can clearly see where you need to go
 - Introduce an enhanced, reception-less check-in
- 7 days prior to your arrival, you must contact our team to confirm your booking details and discuss the new check in processes and all the information you'll need to know.
- Your welcome pack of information will be waiting in the accommodation for you
- Should you need to visit Reception; screens have now been introduced at Reception. We ask only 1 person in Reception at any one time and masks must be worn. Please adhere to social distancing measures at all times
- Guaranteed thorough clean of accommodation
- We will ensure that every unit of accommodation has a deep clean prior to check in by our onsite housekeeping staff, who will be taking revised measures to ensure appropriate sanitiser is used, attention to all touch points within the unit and cross contamination prevented between units.

We are practising

Social Distancing



**please maintain a
2 metre distance**

At Beachside Holiday Park

You may have been looking forward to your holiday for a long time however, if you or any family member is experiencing COVID symptoms you **MUST** not visit Beachside Holiday Park in line with government guidelines.

1. Wash your hands regularly with soap and water for 20 seconds.
2. Always use the sanitisation points when entering and leaving facilities.
3. Social distance (2m) with other guests and our team members at all times.
4. Comply with all signage and floor marking instructions.
5. Listen to our team members instructions.
6. If you or any of your family experience COVID symptoms then contact us on 01278 751346 immediately. Do not leave your accommodation and wait for instructions. During afterhours select option 5
7. The party booker named on the booking confirmation is responsible to ensure all guests in your booking follow our COVID rules. Failure to do so or abuse towards our team will not be tolerated.



**WASHING HANDS
STOPS
THE SPREAD OF
GERMS**



WE ASK YOU TO PLAY YOUR PART

All our guests have a role to play in ensuring the Holiday Park is and remains COVID secure.

What steps can I take to protect myself and my family from coronavirus?

To minimise your chances of catching the coronavirus, there are a number of steps you can take to protect yourself and your family.

- Always carry tissues with you and use them to catch your cough or sneeze. Bin the tissue and wash your hands regularly and thoroughly with soap and running water
- Use an alcohol based hand sanitiser that contains at least 60% alcohol if soap and water are not available
- Avoid close contact with others if you are experiencing a cough, symptoms of a cold and fever
- Avoid touching your eyes, nose and mouth with unwashed hands
- Germs can live on some surfaces for hours. Use anti-bacterial spray or wipes when cleaning, especially on frequently touched areas, such as door handles and kitchen surfaces
- Don't get too close to people coughing, sneezing or with a fever - they can propel small droplets containing the virus into the air. Ideally, keep at least 2m (6ft) away

Following these steps is the best way to slow the spread of almost any germs, including coronavirus.

**PLEASE NOTE ALL ACCOMODATION WILL BE SANITISED
THROUGHOUT BEFORE YOUR ARRIVAL.**

**THIS WILL LEAVE A STICKY RESIDUE ON ALL SURFACES AND
TOUCH POINTS, HOWEVER THIS IS COMPLETELY SAFE.**

Park Map



* Barrier Opens at 8am and Closes at 10pm. Out of these hours please use Barrier Card.

	BRONZE		SILVER		GOLD		GOLD PLUS
	PLATINUM IN PARK		PLATINUM SEAVIEW		PLATINUM SEAVIEW ELITE		

Your Accommodation. checking in and out

Reception- less check in

Arrival times will be staggered, confirmation of your check in time will be confirmed with one of our Reception team via email, 7 days prior to your arrival.

During your check in telephone call, we will confirm:

- number of occupants on your booking
- Pets on your booking.
- Car registrations numbers and number of vehicles arriving.
- Take your pre authorised holding deposit (£60.00) via credit/debit card (no cash)

Check in:

We ask that only one member from your party visits our reception to check in before entering the park and remaining party members wait in your vehicle. Our team will then advise you of your accommodation.

On visiting Reception we have installed 'sneeze screens' for protection for our guests, visitors and our team along with hand sanitiser on entry point and floor markings. We ask that only 1 person at any time in our Reception area; if you have to wait outside please observe our 2 metre social distancing measures. Due to a change in guidelines we ask anyone visiting our Reception to wear a face mask.

Our Reception is located at the entrance to the park and is open seven days a week. Opening times are available on our Reception door.

For guests visiting us for the first time, we have a large park map outside Reception to assist you in finding your accommodation. Please DO NOT crowd the map and follow social distancing measures.

Once our team has advised you of the unit number, please make your way to your accommodation where you will find your key, bedding and welcome pack.

Please note we will only supply bedding for number of occupants, pull out bed and extra duvets will be an extra charge.

- Your accommodation will be thoroughly cleaned and disinfected before your arrival. Windows will be open on your arrival to your accommodation, as per government guidelines to create ventilation.
- All of our holiday caravans and beach Bungalow are at least 3 meters apart – our accommodation is great for social distancing
- Guests have their own private kitchens, bathrooms, bedrooms and lounge area – some even have private decking
- We provide Duvets, pillows and bed linen. Gas and Electricity is also included in your booking. Bed linen and duvets will be provided in your accommodation before you arrive.
- We advise you to bring towels, tea towels, washing up liquid, soap, hand gel, gloves, toilet roll, disinfectant and hand sanitiser – just to be on the safe side.
- We will be operating cash-less Reception.
- All touch points will be sanitised after every use.

Reduced Inventory

We have removed some items of inventory from each caravan listed below, to prevent spread of the virus, however should you require any of these items, please do not hesitate to contact Reception and we will get these to you:

Blankets
Spare Quilts
Spare Pillows
Egg Cups
Tea cups and saucers
Large fruit dish

Tea Pots
Side plates
Pull out beds
Scatter cushions
Casserole dish
Mixing bowl

Sugar dish
Milk jug
Salt n Pepper
Information book
Knife blocks
Toilet rolls

Maintenance

Our maintenance team are available should you experience any problems, please contact Reception on 01278 751346

During your stay

- enjoy the caravan/lodge and the area of their pitch
- walk freely on the park observing 2m social distance at all times from fellow caravan owners and the park team
- bring soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser – just to be on the safe side
- talk to any of our park team but always observe 2m social distance
- place orders for food and drink from the Sundowner Beach Bar Cafe to be collected observing social distancing

Checking out

Check out on your day of departure is no later than 10am. We ask that during dry weather, **you leave all windows and doors open (if raining or windy, please leave windows on a catch)** this is following government guidelines and to create ventilation.

All Beds must be stripped. All bed linen and duvets must be placed in blue bag provided.

All rubbish must be tied in bin liner and taken to large bins before departure.

Keys must be returned to a box provided outside of Reception for sanitising.

Failure to do any of the above will result in loss of holding deposit.

Once you have vacated your accommodation and are ready to depart our park, please call Reception on 01278 751346 to advise you have left.

Beachside Holiday Park Facilities

Reception

Our Reception is situated at the front of the park and is open seven days a week.

Opening times are available on our Reception door.

Should you need to visit Reception; screens have now been introduced at Reception, and hand sanitiser on entry point. Please adhere to social distancing if you visit our Reception area, alternatively contact our Reception team on 01278 751346, we are happy to help.

Sundowner Beach Bar Café

Sadly, we will not be able to offer our full range of catering services at the Sundowner. This will be in line with government guidelines.

The Sundowner will be offering limited indoor seating with table service and will continue to offer a takeaway service; this includes a range of child, adult meals and drinks. Outside seating area is provided.

Payment can be made via contactless or card.

The Sundowner Beach bar café can be contacted on 01278 751550

Children's play area

Children using the play area must be supervised by an adult at all times and are the responsibility of their parent/s. We encourage all children using the play area to sanitise their hands on entry and exit of the play area.

Beach Access

Here at Beachside Holiday Park, we have on-site access to 7 miles of golden sandy beach. Take a walk along the beach to the National Trust headland of Brean Down.

Launderette

At the moment this facility is closed to the public.

Wi-Fi

Here at Beachside Holiday Park we offer a free Wi-Fi service. Connect to Beachside Guest and follow instructions.

Early departures

Should you wish to depart early, please contact reception to advise our team and follow check out instructions.

Extra information for when you are on the park:

BALL GAMES - No ball games are permitted around our caravans, please use our playing field at the top of the park. Ensure Social distancing measures are applied

BBQ's – We do allow BBQ'S on-site, provided that they are kept up and off the grass, bricks are available from under the bench by the Laundry.

CLOTHES LINES - Are not permitted.

DOGS – We ask that all dogs are walked by an adult & **kept on a short lead at all times**. Dogs can only be exercised off the park you must clean up after your dog, sealed in doggy bag and disposed of in one of our bins.

Never leave dogs unattended in your caravan Holiday home.

DEPARTURE TIMES - Please ensure you depart no later than 10am.

FIRES - we do not allow open fires, fireworks or Chinese lanterns.

NOISE - We have a no-noise policy between 11pm and 7am.
Please be considerate to your neighbours and have music and televisions at a moderate volume.

SPEED LIMIT - a speed limit is enforced for the safety of everyone. Please keep your speed under **8mph**.

PLEASE DO NOT

- meet or gather with friends in a social group
- invite or entertain visitors
- allow children to roam unsupervised around the park so that they do not, albeit inadvertently, break the 2m rule.

WATER please do not waste it. We do not allow car/van washing, water bombs, pistols or super soakers.

CANCELLATIONS Please refer to our Terms & Conditions for details on cancellations. We also advise you to take out holiday insurance for your own piece of mind.

KEY DEPOSIT you will be asked to pay a pre authorised £60 care and respect bond, at check in 1 day prior to your arrival.

CARE AND RESPECT BOND -

We ask any party of more than 4 people to pay a deposit against damage unless you provide evidence to our satisfaction that you are all couples (married or in a civil partnership) or all members of the same family. The deposit will be £50.00 per member of the group. Failure to inform us may result in termination of your booking.



Beachside Holiday Park

Terms & Conditions

Deposit

A deposit of £60.00 per week is payable to reserve your booking and the balance must be paid at least 21 days before arrival date. The payment of any monies to us constitutes a legally binding contract and an acceptance of the booking conditions. Please note any alterations to bookings will be subject to a £10.00 administration fee.

Guests with disabilities

If you have any question or specific requirements regarding the park or accommodation, please speak to the park directly before you book. All requirements must be confirmed in writing or email and subject to availability.

Arrival & departure Reception- less check in and check out

If you or any family member is experiencing COVID symptoms you **MUST** not visit Beachside Holiday Park in line with government guidelines.

Arrival times will be staggered, confirmation of your check in time will be confirmed with one of our Reception team via email, 7 days prior to your arrival.

You will need to vacate your accommodation by 10am on the day of your departure. If for any reason you decide to leave before your holiday end date, we are unable to offer you a refund.

You must contact our Reception team, 7 day prior to your arrival, to go through your check in, confirm details on your booking and take your pre authorised holding deposit (£60.00) via credit/debit card (no cash), this will be held for the duration of your stay subject to the accommodation being left in a clean and tidy manner, the key(s), barrier fob (s) and linen, duvets stripped and bagged into bags supplied and there being no incidence of anti-social behaviour during your stay.

We ask any party of more than 4 people to pay a deposit against damage unless you provide evidence to our satisfaction that you are all couples (married or in a civil partnership) or all members of the same family. The deposit will be £50.00 per member of the group. Failure to inform us may result in termination of your booking.

If you think you may be arriving after 6pm on the day of your arrival, please let the park know so that we can make arrangements for you to collect your keys.

Check out on your day of departure is no later than 10am. We ask that during dry weather, you leave all windows and doors open (if raining or windy, please leave windows on a catch) this is following government guidelines and to create ventilation. All Beds must be stripped. All bed linen and duvets must be placed in linen/clear bag provided.

All rubbish must be tied in bin liner and taken to large bins before departure.

Keys must be returned to a box provided outside of Reception for sanitising.

Failure to do any of the above will result in loss of holding deposit.

Once you have vacated your accommodation and are ready to depart our park, please call Reception on 01278 751346 to advise you have left.

All our guests have a role to play in ensuring the Holiday Park is and remains COVID secure.

The lead name on the booking confirmation is responsible to ensure all guests in your booking follow all of our rules.

- We ask guests with children to **NOT** allow them to roam unsupervised around the park so that they do not, albeit inadvertently, break the 2m rule.
- Children using the play area must be supervised by an adult at all times and are the responsibility of their parent/s. We encourage all children using the play area to sanitise their hands on entry and exit of the play area.
- DO NOT invite or entertain visitors, visitors will not be permitted to access the park, please do not meet or gather with friends in a social group.
- social distancing of 2 metres, to be maintained at all times with other owners, park team members and all visitors to the park.
- we cannot accept any deliveries/mail, this is to include food deliveries
- We suggest that you bring any essential shopping items with you for your stay; this may include items such as soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser. Food deliveries to the park will not be permitted.
- Wash your hands regularly with soap and water for 20 seconds.
- Always use the sanitisation points when entering and leaving facilities.
- Social distance (2m) with other guests and our team members at all times.
- Comply with all signage and floor marking instructions.
- Listen to our team members instructions.
- If you or any of your family experience COVID symptoms then contact us on 01278 751346 immediately. Do not leave your accommodation and wait for instructions. During afterhours select option 5

Comments & problems

If you feel dissatisfied with any aspect of your stay with us (excluding weather), please speak to a member of staff immediately. In most cases we will be able to help you straight away, so that you can enjoy the rest of your holiday. Please note that if you do not bring your complaint to the attention of staff on duty at the time of the incident or problem occurring and ensure that it has been recorded; we may not be able to find the evidence necessary to support a complaint which is made later.

If you report a problem on your first day which we cannot resolve to your reasonable satisfaction and you choose to leave, we will give you a full refund of the cost of your holiday. If you report a problem on any day which we cannot resolve to your reasonable satisfaction and you choose to leave, we will give you a refund for that day and the other unused days.

If you leave without reporting the problem to us then we will only refund you if the law requires us to do so. Your statutory rights are not affected.

Use of your holiday home – It is illegal to smoke inside enclosed public buildings in England. There's no smoking of vaporisers, e-cigarettes and tobacco in any of our accommodation, and we do our best to make sure guests do not smoke in these areas. We have a zero-tolerance policy on drugs, firearms and offensive weapons. If you take illegal drugs or any other illegal substance or are in possession of a firearm or offensive weapon, we will ask you to leave the park, without refund. If there is a problem with your accommodation on arrival (e.g. condition and cleanliness), please inform reception immediately so they can help rectify the problem.

Do not introduce any foreign items into the drainage system including cleaning cloths, baby's nappies, sanitary towels, wet wipes, condoms, cooking fat, engine oil, grease or paint.

Your holiday environment – It is advisable to acquaint yourselves with your holiday environment as soon as you arrive. Walking over grassy and often undulating ground or through wooded parkland may also be unfamiliar, and contain aspects of wildlife such as rabbit holes. Local Authority planning constraints that help to preserve the rural nature of the park, also limit the amount of street lighting that can be provided at some locations for the same reason. Street lighting directly around accommodation is kept to a low level to assist children to sleep at night. Our park is set in a rural location, please be aware that some little insects may find their way into your accommodation.

Nuisance to others in the park – We reserve the right to immediately terminate the booking of any parties causing excessive noise or nuisance to others on the park. We operate a zero tolerance policy to any anti-social behaviour. No refunds will be given if you are asked to leave the park and your bond will not be returned. Please respect others around you especially in the evening.

Digging in the park – Digging in the park is very dangerous as there are underground electricity cables, telephone wires and plastic water pipes. Parents are particularly asked to make sure that children do not dig around the park.

Electrical appliances – Electrical Appliances exceeding one K/Watt must not be used in the holiday homes. For example an iron, kettle hair dryers and hair straighteners must be used on a low heat.

Car owners – As we are on sand dunes car owners must park their cars on the designated car parks with the exception of loading and unloading. Cost of accommodation includes parking for one vehicle per unit. Extra vehicles are charged at £10.00 per week and must be parked in large car park located at the top of the park.

Lost property – If any belongings are left behind and a request is made to send them on a minimum fee of £12.00 is charged plus postage and packaging. Lost property not claimed within 14 days after your departure date will be disposed of. Please insure you check your accommodation thoroughly before you vacate.

BBQs – We permit the use of BBQs with caution. Hot coals may not be disposed of in the refuse bins. Please dispose of any coals/disposable BBQ's properly and make sure they are completely extinguished.

BBQs must be a safe distance from Caravans.

BBQs should not be used on any surface that could pose a risk of fire or scorching such as decking, grass or furniture.

BBQs should not be used indoors. Please be considerate of other guests.

A fully charged water or dry powder fire extinguisher/ fire blanket can be found in your accommodation.

BBQs must not be left unattended and extinguish them properly after use. You must not use any Chinese lanterns, fireworks or similar.

Driving – Driving on the park is restricted to the park roads. Please do not drive on the grass or gaps between caravans for short cuts.

Seat belts must be worn.

You must drive all vehicles on the park carefully and within the displayed speed limit which is 8 miles per hour.

You must hold a full current driving licence to drive any vehicle on the park.

You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.

Please ensure children take care when crossing the road.

It is an offence to drive any vehicles under the influence of alcohol and drugs. All roads in the park are subject to the same laws as public highways.

One car per Holiday Home to be parked in the allocated parking areas (large car park found at the top of our park) and NOT on the grass. Cars must be kept to authorised parking areas and roads must not be obstructed. Extra vehicles are charged at £10.00 per week and must be parked in large car park located at the top of the park.

Ball Games – You may only play ball and other games in the areas set aside for recreation (large field at the top of our park, observing social distancing) Ball games are NOT permitted around caravans.

Pets – Dogs are permitted in your accommodation if this has been requested and paid for at the time of your holiday booking.

A maximum of 2 dogs per unit.

The cost will be £10.00 per night for 1 dog or £15.00 per night for 2 dogs.

Whilst pets are allowed in our caravan holiday homes, they are NOT allowed in the bedrooms or on the seating, and **MUST NOT** be left unattended at any time during your stay.

They must wear a collar and identity tag. They must be kept on a short lead at all times within the park but then can run free within the sand dunes and on the beach.

Please clean up if your animal defecates on the park.

If a pet is a nuisance you will be asked to remove it from the park.

When walking your dog please observe social distance of 2 metres at all times.

Gazebos – We do NOT permit gazebos, tents, or similar items beside holiday homes.

Behaviour – We reserve the right to immediately terminate the booking of any parties causing excessive noise or nuisance to others on the park. We operate a zero tolerance policy to any anti- social behaviour. No refunds will be given if you are asked to leave the park and your bond will not be returned. Please respect others around you especially in the evening.

You should respect the privacy of other self-catering guests and keep noise to a minimum after the hours of 11.00 p.m. and before 8.00 a.m.

Cancellation by the Park –We may cancel this contract if we are unable to meet your booking for any reason outside our control. An example would be extreme weather closing the park.

If we do cancel the contract then we will refund any payment made to you in full and final settlement of any liability on our part.

Cancellation by you – You may cancel this booking at any time but we shall only be liable to refund you the following percentages of the total holiday price, including extras:

- Cancellation more than 90 days before first day of arrival date you will receive 100% less £25.00 administration fee.
- Cancellation more than 60 days before first day of arrival date you will receive 50% less £25.00 administration fee.
- Cancellation more than 30 days before first day of arrival date you will receive 25% less £25.00 administration fee.
- Cancellation between 7 days and 30 days before first day of arrival date you will receive 15% less £25.00 administration fee.
- Cancellation 7 days or less you will receive no refund will be given.

Changes to your booking – We may transfer your booking to an equivalent class of holiday home if we reasonably consider this necessary, for example because the particular home you have booked has become unavailable.

The Parks liability – The Park is only liable for any injury loss or damage suffered by you or any member of your party whilst on the park if this is caused by our negligence or other breach of duty.

We hope that your stay with us is a pleasant one.
If not, we'd like to know.

If you feel anything needs our attention please contact us at our reception immediately
Beachside Holiday Park, Coast Road, Brean, Somerset, TA8
2QZ.

Email: reception@beachsideholidaypark.co.uk
Tel: 01278 751346

DISCLAIMER

By placing a reservation with Beachside Holiday Park you are deemed to have accepted our terms and conditions issued with this welcome pack and confirmation.

Our terms and conditions can also be found on our website

www.beachsideholidaypark.co.uk

Guests are kindly asked to refrain from entering areas marked

'DO NOT ENTER' & 'PRIVATE'

Although every care is taken in managing the various facilities Beachside Holiday Park cannot be held responsible for any loss or damage arising from any misadventure.

Parents and guardians are responsible for the supervision of their children at all times. By placing a reservation with Beachside Holiday Park you are taking full responsibility for your own safety.

In the unlikely event of any problems in your caravan holiday home during your stay, complaints/problems made after your departure cannot be dealt with or rectified.

Thank you for taking the time to read through our pack
We look forward to welcoming you to Beachside Holiday Park
And wish you a happy but safe stay