

# WHITE GATE CARAVAN PARK



**Pleasant Valley, Wiseman's Bridge,  
Near Saundersfoot, Pembrokeshire  
Telephone: 01834 811543**

**E-mail: [enquiries@whitegatecaravanpark.co.uk](mailto:enquiries@whitegatecaravanpark.co.uk)  
[www.whitegatecaravanpark.co.uk](http://www.whitegatecaravanpark.co.uk)**



## We're Good To Go! It's Official!

We have received our "Good To Go" Standard mark which means that our business has followed government and industry COVID-19 guidelines, has a Risk Assessment in place and processes to maintain cleanliness and aid social/physical distancing. White Gate Caravan Park is committed to following all relevant guidance during the Corona Virus Pandemic. To enable us to do this we have implemented a few changes on the park.

### What we are doing/have done

- In line with Welsh Government regulations we have closed some of our shared facilities. This means that the information room is not accessible and the Paddock is closed. If this requirement changes we will let you know. The laundry room is open on a restricted basis.
- We have implemented a robust cleaning and hygiene procedure. On change-over your caravan will be emptied of **all loose items** including crockery and all cooking utensils etc. Your caravan will then be fog-cleaned throughout including all cupboards, wardrobes, soft furnishings and headboards. We are using an all purpose sanitiser approved to EN14476 standards against coronaviruses. This product will then be used to deep clean your caravan paying particular attention to 'high touch points' such as light switches, window/door handles, remotes and fridge/cooker, entrance exits points and outside seating area. When the caravan is clean it will then be re-stocked with pre-sanitised items.
- We are changing all duvets, pillows, mattress protectors and pillow protectors after every guest.
- We have provided bedding and blankets in bags for guests when they arrive.
- We have removed all unnecessary soft furnishings, books and games.
- We have provide plenty of helpful reminder signage.
- We have installed hand sanitiser stations throughout the caravan park, please use them particularly when entering the site.
- We have provided refreshments for guests when they arrive, unused items are discarded and a new supply is provided for each guest.
- We now have a contactless check in – we will be there to greet you and show you to your caravan but we will keep our distance.
- We will leave your sanitised caravan key inside the caravan.
- If we need to access your caravan for maintenance work we will ask you to vacate the caravan, leaving windows and doors open. The maintenance person will wear appropriate PPE and wash hands before entering the caravan to resolve the issue.
- Of course, if there is ANYTHING that concerns you during your stay then tell us! We'll do our utmost to reassure or rectify.

**Our success in keeping our park Covid-Secure will rely on all guests doing their bit. For this reason we ask you to:**

- Only travel to us if you are feeling well and not experiencing any of the corona-virus symptoms.
- Only travel to us if you have NOT been identified through the Coronavirus track and trace programme and have been asked to self-isolate.
- Do not arrive before 4pm. You will not be able to access your caravan as we want the caravan to be ventilated as much as possible. When you arrive please wait in your car and we will approach you when your caravan is ready and show you to your caravan.
- If you become unwell during your stay, please tell us immediately by telephoning us on 01834 811543 or 07721630014/07540057643. We will assist you as best we can in helping you return home or advise as to hospitals nearby if needed.
- When on the park and out and about please keep 'socially distanced' from other people. In Wales this is 2 metres. It is likely that children may need closer parental supervision to achieve this.
- Bring with you face coverings and sanitiser. At present, in Wales, face covering is only recommended where it is difficult to stay 2m away from someone.
- There should be no social gatherings inside your caravan. Until we receive further guidance you should not have any day visitors to your caravan.
- Each caravan has its own outside space. Please do not use the outside furniture belonging to another caravan.
- Use the sanitiser provided when you have taken rubbish to the refuse/recycling bins or used the laundry room.
- Consider bringing your own supply of food and drink. This may reduce reliance and congestion in local shops.

#### **On departure can you**

- Dispose of all rubbish from the caravan (kitchen and bathroom) and remove all foodstuffs from the fridge and cupboards.
- Strip all beds of any bedding we have provided (except mattress protectors and pillow protectors). Place the used bedding together with blankets, tea towels and oven gloves in the plastic bags provided.
- Open all windows and leave the door open (but only if it is not raining).
- Leave your caravan key on the dining table.
- **Please vacate your caravan no later than 9.30 am.** If you do intend to leave earlier that this please inform us as this will help us with the change-over.
- Let us know by electronic means (text to 07721630014 or email [whitegatecaravanpark@gmail.com](mailto:whitegatecaravanpark@gmail.com)) that no-one was ill during their stay.