



COVID-19 : CHECK IN/CHECK OUT PROCEEDURE FOR HOLIDAY CLIENTS

Although we would love to Welcome You personally your safety is of the utmost importance so please read and follow the instructions below on how to check in and check out contactless.

CHECK-IN NOT BEFORE 3PM PLEASE. (This will allow our cleaning staff time to fully sanitise your lodge).

PLEASE MAKE SURE THAT PRIOR TO ARRIVAL YOU HAVE COMPLETED THE REGISTRATION DOCUMENT AND RETURNED TO THE PARK AT THE EMAIL enquiries@blll.co.uk . THIS IS IMPORTANT AS WE WILL BE UNABLE TO CHECK YOU IN WITHOUT IT

- **Please bring your map with you which we have provided you will need it to show the location of your holiday home.**
- Please enter the park gates and follow the road to the lake.
- In front of the office building you will find two designated check –in bays
- Pull into one of the bays DO NOT go to your lodge
- On the check in bay sign there is the office telephone number please STAY in your car and ring the number **01768776641**
- If the check-in bays are in use opposite the building there is two waiting areas please use this until a check-in bay is empty (please ask any second car) to wait here please
- We will then confirm to you that your lodge is ready and provide the necessary information to access your lodge. Please understand that we might not answer the phone immediately if we are already on the phone with another client but we will ensure you are quickly attended to

LATE CHECK-IN ARRANGEMENTS MUST BE MADE PRIOR TO ARRIVAL. IF YOU ARE UNEXPECEDLY DELAYED YOU SHOULD CONTACT THE OFFICE BEFORE 5PM SO THAT WE CAN TALK YOU THROUGH THE PROCEDURES.

CHECK-OUT CHECK OUT TIME IS 9AM (sorry no late check-out) The office will be open at 8.30am

- Please ensure that all rubbish is bagged and left outside your lodge for collection - and empty the fridge
- Make sure you have checked thoroughly that you have all your possessions as unfortunately we will not be returning any items which you have left behind. They will automatically be disposed of.
- There is a KEY DROP OFF box on the left hand side of the building. Please leave your keys here for sanitising
- **Please ring the office to say that you are leaving**

Lodge Inventory

- If you have visited us previously or may have studied the inventory from the website you will be aware that the standard of equipment we supply is of an exceptional standard.
- Consequently, and to ensure that we are Covid-19 compliant, we have had to remove much of the inventory to comply with government protocol. However you will find that extra crockery, glasses, cutlery and utensils along with soft furnishings i.e. bed runners cushions etc have all been removed. If you require any item during your stay please contact the office and we will make it available to you.

Shopping & Deliveries to the park

- You can arrange shopping deliveries from Tesco, Sainsbury and Asda. They will request the name of the lodge that you are staying in. Please will you ensure that you are here to accept delivery and most importantly give them a contact telephone number please
- If you are not arranging a delivery: Please bring as much of your shopping with you as you are able i.e. soaps, hand gel, gloves, toilet rolls, disinfectant and sanitiser with you. At the moment it is readily available in the shops but with an influx of visitors this will most probably disappear quite quickly and by doing this it will help prevent a shortage in the shops for local residents However, we would greatly appreciate your support for the smaller businesses i.e. butchers, cheese shop and of course our local pub Sun Inn 01768776439 (tables need to be booked in advance)

ASSISTANCE DURING YOUR STAY

- Please ring the office on 01768776641 and give us details of any concerns that you may have and we will help you as best we can.

YOUR HELP WOULD BE APPRECIATED

- Please ensure that you have left the lodge no later than 9am The office will open at 8.30pm (sorry no late check –out facility) so that we have the necessary time to fully sanitise the lodge for our next visitors
- Prior to leaving would you please open all the windows and put them on the latch (weather permitting)

AND FINALLY

- The local authority is already visiting parks and threatening closure to those who are not shaping up to comply with the government guidelines.
- We are fully aware that you will be here to enjoy a well deserved holiday but because of the seriousness of the current situation we will be applying these rules quite strictly in order to protect you and your family as well as our staff.
- If, for some reason, you do not wish to comply with the Covid-19 safety guidelines then please do not come at this time and we would look forward to seeing you at some time in the future.