



## COVID 19 POLICY

### BOOKING/ PAYMENT/ CANCELLATION

We are taking bookings for activities & glamping from 1st March 2021

All bookings must be made in advance, please contact us by email as the office has limited opening.

**Activity bookings** - Deposit of £10pp for 1 activity, £20pp if booking 2 activities. We will ask for payment of balance 10 days in advance, or on booking if it is within 10 days.

**Glamping Bookings** - £35pp deposit, balance payment in full 8 weeks before arrival.

**Cancellation** - if government guidance means that we are unable to accept your booking due to a further lock down period for hospitality businesses we will offer you a full refund. Please see our full T & C.

### ACTIVITY PROCEDURES

We will be staggering arrivals to minimise the number of people on site at any one time.

On arrival on site please drive to your designated car park (main car park or paintball car park) and wait in your vehicle for your activity instructor.

Please ensure all participants have a face covering with them.

You will be asked to wash hands/ sanitise hands on arrival.

You will be asked to complete a registration form on which you confirm that you have not had any symptoms of Covid 19 in the last 14 days.

A full activity briefing will be given by our staff, while observing the 2m distance.

Any equipment you use, quad bikes, high ropes harness, helmets etc will have been cleaned following our cleaning procedures. We also have sufficient high ropes equipment to ensure that harnesses are rotated. never being used by 2 people on the same day.

There will be hand sanitiser available at all activities.

### FOOD AND DRINK

We are sorry but currently due to the Covid 19 pandemic we will not be providing tea/ coffee/ squash. You are welcome to bring your own drinks.

At the end of your activity session please leave the site - we are sorry but we can not currently offer picnic facilities.

### **GLAMPING PROCEDURES**

Between groups, in addition to our regular meticulous cleaning procedure, the village will be cleaned with disinfectant, including all benches, work surfaces, pods, showers, toilets and all other areas.

All crockery & cutlery is taken to our catering kitchen and cleaned in the dishwasher. If you prefer to bring your own please let us know.