

We would like to welcome to Wyreside Lakes and hope that you have a wonderful stay with us.

**PLEASE ASK FOR A BARRIER CODE IF YOU INTEND ON ACCESSING THE SITE AFTER 7PM**

THE BARRIER IS ONE CAR AT A TIME PLEASE NO TAILGATING. YOUR CODE WILL EXPIRE BY 12PM ON YOUR DEPARTURE DAY - THANK YOU.

Our overnight emergency numbers are **07715490325 & 07739 039307 & 07947772026** and reception is open daily from 7am – 7pm – the emergency numbers are also posted on the reception door.

#### Site Policies

- Check in for tents, caravans and motorhomes is 12 midday - check out is by 12midday.

-Check in for all our pods is from 2pm and check out is 11am.

- PLEASE ADHERE TO SOCIAL DISTANCING GUIDELINES IF YOU ARE FROM DIFFERENT HOUSEHOLDS.
- NO MORE THAN 6 PEOPLE WILL BE ADMITTED TO THE SITE OR IN THE BAR AT ANY ONE TIME. IF YOUR BOOKING IS FOR MORE THAN 6 PEOPLE IN ONE UNIT, YOU WILL BE REFUSED ENTRY.
- ANY GUESTS TO THE SITE MUST BE BOOKED IN AT RECEPTION WITH THEIR CONTACT DETAILS FOR TRACK AND TRACE. THE VEHICLE MUST BE LOGGED IN WITH RECEPTION AND IF THEY ARE NOT BOOKED ON AN OVERNIGHT STAY MUST REMAIN PARKED IN THE VISITOR CAR PARK AND DEPART BY 7PM
- ON ARRIVAL PLEASE SIGN THE DISCLAIMER FORM TO UTILISE THE OUTDOOR PLAY AREA.
- STRICTLY NO MUSIC AFTER 11PM – NO FIRES OR DISPOSABLE BBQS – TRADITIONAL BBQS ONLY

#### Guidance to Touring guests and Seasonal Touring Owners for re-opening following the Coronavirus enforced closure.

##### **Reception and on arrival:**

- On arrival entry will be strictly one car at a time.
- There will be a max 2-person policy at the shop / reception at any one time. When you approach reception please follow the guidelines at the doorway and anyone over 11 years must wear a proper mask covering please. Do not allow children to come into the shop unattended you must come in with them and make any purchases on their behalf.
- Please ensure whenever possible that you pay by card – the min amount is £5, and the contactless limit is now currently set at £45 per transaction.
- This indoor play area remains closed but the outdoor play area has been re-opened. Please ensure you sign the disclaimer on behalf of your child / children and follow our risk assessment and safety protocols when using the area. Protect yourself and your children at all times.
- The laundry is now open on an appointment basis where you can book for 3 hours to get all your items washed and dried.
- The cubicles in the shower block will be reduced to 2 in the men's and 2 in the ladies. The toilets and showers will be manned daily by a member of staff and the showers will be manned by a cleaner during the hours of 7am until 7pm daily. It is essential that visitors keep to a 2-person limit when using the toilet and shower block and also allow people to safely exit before going in. Please ensure you contact a member of staff immediately should you feel that any items in this communal area need attention.
- We will allow awnings to be erected but your caravan and awning are strictly for your use only. There must be no social gatherings inside your main unit or awning. At all times maintain responsibility for your children.
- Over the weekends there will be a daily food delivery service to the caravans, pods and camping guests. **SAT-SUN breakfast from 9am till 12 midday & FRIDAY- SAT Evening meal 5.30-7.30pm for evening takeaway.** Please contact our reception on **01524 792093** and place your orders and pay over the telephone giving your location.
- Hand sanitiser will be provided at key locations. There will be cleaning equipment at all public areas, bin areas, toilets and shower, sink areas and the elsans. Please utilise this equipment and dispose of your paper towels in the black bin liners provided.
- Social distancing to be maintained at all times with other park team members, tradesmen, and members of the public.
- No social gatherings in groups above the current government guidance and only onsite clients are allowed access.
- Please ensure when using communal areas e.g. Gates, taps, elsans, bins you have hand sanitizer or anti-bacterial wipes to hand.

### **Essential safety measures:**

• If at any point you begin to feel unwell or display symptoms of COVID-19, please do not visit any of our public access spaces. If safe to do so, please return home in your own vehicle either solely or with a member of your household. If you must remain in your holiday home or tourer the local GP and authorities will be notified, and we have a duty to alert R.I.D.D.O.R of any persons displaying Covid symptoms.

### **Parks contact for enquiries:**

Please contact reception 01524 792093 or email [wyreresidelakes@btconnect.com](mailto:wyreresidelakes@btconnect.com) should you have any questions or queries regarding our current operating procedures.

### **Covid-19 Government guidance for the public**

For more information on Coronavirus, please visit the Public Health England website:

<https://www.gov.uk/government/organisations/public-health->

**We do not allow fires of any kind and no disposable BBQs please - only traditional BBQ's lifted off the ground.**

You are welcome to walk around the lakes and the interconnecting walks whilst staying with us but please remember to keep to the paths. Unfortunately, Fox's wood is now closed due to severe erosion on the riverbank. The ground is unstable and extremely dangerous - please ensure that any children and dogs (please keep on leads around the lake area) are always kept under close supervision and do not enter any areas which have danger warning signage.

If you need to speak with a manager, please ask for **Sally or Callum** at reception.

**DANGER OF WEILS DISEASE – LEPTOSPIROSIS & CYANOBACTERIA - PLEASE DO NOT: INGEST ANY WATER FROM THE LAKES – ALWAYS WASH YOUR HANDS AFTER CONTACT. LET CHILDREN SWIM OR PADDLE IN THE WATER OR LET YOUR DOGS / PETS SWIM IN THE WATER.**

### **Refuse bins**

Situated at all service points around the site. Recycling bins for glass, plastic, paper and tins are situated at the main car park near reception.

### **Dog Walk**

We are a dog friendly campsite; we ask to keep your dogs on leads at all time around the site. There are lovely walks around our site and lakes, which also carry on onto the Wyre way which is a public footpath. If you would like more information, please ask at reception.

### **Motor Homes**

Please leave a pitch marker if you take your motor home off site.

### **Taxi Companies**

Lancaster Taxi Ltd - 01524 912323

Hollyhead Cars - 01524 792113

### **Fire Assembly Points**

Can be found all around the park and are highlighted on the park site map. The main car park near reception is the immediate assembly area for bar and shop customers.

**Pharmacy** - Rosebank Pharmacy (Galgate) – Number - 01524 752881 – Postcode - LA2 0NB

**Doctor** - Galgate health Centre (Galgate) –Number - 01524 751284 – Postcode – LA2 0NB

**Hospital** - Royal Lancaster Infirmary (Lancaster) -Number - 01524 65944 – Postcode - LA1 4RP

**Dental Emergencies** – Number - 01253 956 378

**Vets** – Lanes Vets – Number - 01995 603349 – Postcode - PR3 1PR

### **Emergency Services – Dial 999**

#### **Closest Villages / Towns**

1. Galgate – 3.3 Miles
2. Garstang – 6 Miles
3. Lancaster – 7.1 Miles

Whilst we would love to catch up with you all, with the current restrictions on social distancing and maximum number of people in reception, we are trying to minimise your need to visit reception.

We do not want to sound like we do not want to catch up, but protecting our staff is our main focus at the moment.

Please be aware that if you breach the guidance above, you will be asked to go home and not permitted to return until restrictions are eased. Much of this guidance is a temporary addition to our ongoing park rules, as we work through this post-pandemic period and we will amend and lighten these restrictions as and when it is safe to do so.

We will post regular updates on our website [www.wyreresidelakes.co.uk](http://www.wyreresidelakes.co.uk) and also on our Facebook Page. We Thank for your co-operation and helping to reduce the risk of spreading the virus.