



# Wyreside Lakes

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## MEMORANDUM TO DAYTICKET ANGLERS – 12/9/20

Dear Customer

As the lockdown is gradually lifting and our day to day lives are starting to return to normal, we have amended our last Covid policy (dated 22<sup>nd</sup> June) to reflect the changes around us.

### Bookings;

- All bookings are still made online, except for day bookings on River lake and the non member day ticket waters. You must tick that you have read, understand and accept our Covid policy.
- You must ensure that you are safe and well enough to visit and only with people from your own social bubble in one vehicle or booking.
- Please ensure you wear your mask at all times in communal areas including reception and shop and the toilets / shower block.
- You are allowed to bring a partner as a guest or a child up to 15 years with you on your fishing session. Please contact reception on 01524 792093 when you make your booking to confirm and there will be a guest with you and there will be a fee payable on arrival. Strictly NO MALE ADULT GUESTS.

The protocol on arrival will be as follows;

- On arrival use the intercom and ask to come through – it will be strictly one car at a time. Please continue to observe the social distancing ruling when getting out of your car to dip your net, sling, cradle and unhooking mats for a min of 5 minutes. You must wait with your equipment & collect it before moving to reception. If there is more than one person arriving in your car you must all approach the reception area at the same time, being mindful of any other clients who may be behind you.
- Please use the hand sanitiser outside the doorway before handling any stock, pens or paperwork. Please sign in, you can do this verbally with the receptionist and if you require any food order's please organise that with the receptionist also. Please ensure whenever possible that you pay by card – the contactless limit is now currently set at £45 per transaction
- The toilet and shower block in the main building is now open (only 2 toilets and 2 showers are in operation) with a strict max 2 person limit. Please allow people to safely exit before you go in.
- There will be a bailiff on duty daily assisting all anglers between 8am and 5pm and reception will be staffed until 7pm daily so please be respectful and do not wait to exit the fishery exactly at 7pm as once our team have locked reception and the top gate there will be no access in or out.
- External visitors are now permitted at a max of 2 people at any one time. Please ensure your guests sign in at reception and give their details for track and trace – there will be a £1 car park fee payable per vehicle and cars must remain in the top customer car park (before the barrier) at all times. Day visitors must depart by 7pm.

### 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 [wyrresidelakes@btconnect.com](mailto:wyrresidelakes@btconnect.com) should you have any questions or queries regarding our current operating procedures.

Thank you for your co-operation & support while we all continue to be vigilant and help to stop a second wave of the virus. Any customers not adhering to our Covid policy will be asked to leave without refund. Should you have any questions please do not hesitate to contact us on 01524 792093

Best regards Sally, Callum and the Wyreside Team.