

Coronavirus (COVID-19)

UPDATED

Health and safety considerations for holiday, parks, touring parks and campsites in the COVID-19 environment

With very grateful thanks to BH&HPA National Adviser Jackie Gawen of Chiltern Consulting

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Whilst every care has been taken in compiling this guidance, only the Courts and Tribunals can authoritatively interpret the law.

HEALTH AND SAFETY CONSIDERATIONS FOR HOLIDAY PARKS, TOURING PARKS AND CAMPSITES IN THE COVID-19 ENVIRONMENT

[General considerations for holiday parks, touring parks and campsites](#)

[Law and guidance](#)

[Principles](#)

[Process](#)

[Government advice for anyone in any setting](#)

[Considering the local community](#)

[Team members' health and wellness](#)

[Communicating with private owners of holiday accommodation at the park](#)

[Communicating with holidaymakers](#)

[Preparing for and managing all park visitors](#)

[Preparing and operating park infrastructure](#)

[Preparing and operating park security and safety arrangements](#)

[Preparing and operating office buildings/ reception/ alternative meet and greet points](#)

[Preparing for and operating holiday accommodation sales](#)

[Preparing and operating communal wash areas, including toilet and shower blocks, launderettes](#)

[Preparing and operating outdoor play areas \(and outdoor gym equipment\)](#)

[Preparing and operating indoor play areas for children](#)

[Preparing and operating food outlets, restaurants and casual dining \(including pubs where food is served\)](#)

[Preparing and operating bars](#)

[Housekeeping in hire/ rental accommodation](#)

[Cleaning and disinfection on parks](#)

[In case of emergency](#)

[Continuous review](#)

APPENDICES

[Appendix 1 Sources of information](#)

[Appendix 2 Risk Assessment templates](#)

[2.1 Coronavirus/COVID-19 safe park re-opening and operation](#)

[2.2 Coronavirus/COVID-19 safe opening & operation of dining areas and bars](#)

[2.3 Coronavirus/COVID-19 safe opening & operation of caravan sales areas](#)

[Appendix 3 Wellness, mental health and supporting staff](#)

[Appendix 4 Government advice for anyone in any setting](#)

[Appendix 5 Cleaning and disinfection of caravan accommodation \(and public areas\) on parks](#)

[Appendix 6 COVID-19: cleaning in non-healthcare settings](#)

[Appendix 7 Dealing with a confirmed or suspected case of coronavirus \(COVID-19\) on the park](#)

GENERAL CONSIDERATIONS FOR HOLIDAY PARKS, TOURING PARKS and CAMPSITES

1. ***This document provides guidance for holiday parks, touring parks and campsites on steps to prepare and then to reopen, ensuring as far as is reasonably practical the safety of team members, customers, visitors and local communities.***
2. ***The guidance includes facilities that may not yet be allowed to open by law; if that is the case you may prepare but must not open until the law changes.***
3. ***Not all areas of park operation are included in this guidance; these areas will need additional specific Risk Assessments and procedures for safe ways of working to be carried out prior to opening of any facility or activity.***

LAW AND GUIDANCE

4. This guidance seeks to provide a practical explanation of the legal requirements in particular:
 - Health and Safety at Work etc Act 1974
 - Control of Substances Hazardous to Health 2002
 - Management of Health and Safety at Work Regulations 1999
 - And in Wales, the Health Protection (Coronavirus Restrictions) (No.5) Regulations 2020, as amended
5. Government coronavirus (COVID-19) latest information and advice is provided:
[UK and England](#)
[Northern Ireland](#)
[Scotland](#)
[Wales](#)
6. Compliance with national law and guidance for tracking and tracing the course of coronavirus is essential. In each case, contact information should be recorded for staff, visitors to the park and customers. You should follow the procedures on the following links:
[England: NHS Test and Trace in the workplace NHS Test and Trace record keeping, Create a coronavirus NHS QR code for your venue](#)
[Northern Ireland: Test, Trace and Protect](#)
[Scotland: Test and Protect](#) and [Check In Scotland](#) for an official QR code
[Wales: Test, Trace Protect](#) and, [register for an official NHS QR code](#)
7. There is a comprehensive list of available information, including links to Government guidance, in [Appendix 1](#).
8. All government guidance emphasises your responsibility to avoid discrimination and ensure your park and your COVID-19 measures take account of protected characteristics such as age and disability.
9. ***Guidance is constantly being updated: the links in this document may be superseded so please ensure the guidance to which you refer is the most up to date.***

PRINCIPLES

10. The approach will at all stages:
 - take a risk-based approach consistent with health and safety law and coronavirus legislation
 - observe hygiene and cleaning procedures

- observe social distancing requirements following government guidance.

PROCESS

11. Carry out a Risk Assessment for coronavirus (COVID-19):

- a legal requirement, carrying out a Risk Assessment and preparing procedures for safe ways of working will provide the framework for the necessary measures to be taken on the park
- model Risk Assessment templates are provided in [Appendix 2](#) to help carry out the process. These have been uploaded to the **BH&HPA Risk Assessment Tool**.
- consult with staff at the park and union representatives (if any) as you work to produce your Risk Assessment
- share the results of the Risk Assessment with your team
- it will be possible to identify any potential relaxation of measures through the Risk Assessment, as hopefully we emerge from the pandemic.

12. **Wales.** It is a legal requirement in Wales for *'people responsible for premises open to the public or where work takes place* to undertake a specific Coronavirus Risk Assessment; their guidance is [here](#). It includes:

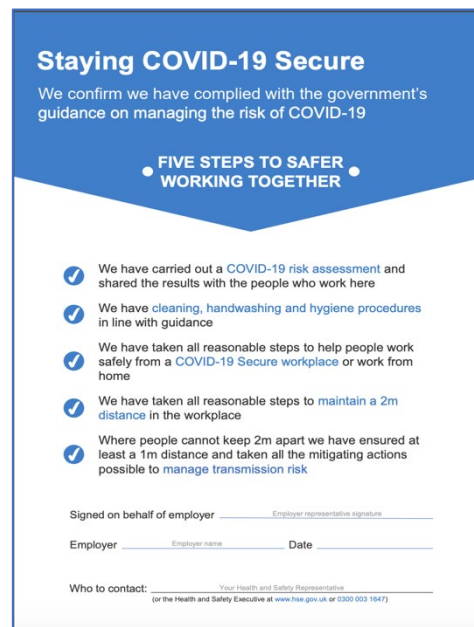
- a requirement to consult *'with those who work on the premises or their representatives (such as a trade union)'*
- risk mitigation measures to consider
- reminders about collecting information for Test, Trace, Protect purposes and employee self-isolation.

13. The Health and Safety Executive's guidance on working safely during the coronavirus outbreak can be found [here](#).

14. ***For BH&HPA members, the COVID-19 Risk Assessment templates have been added to the Risk Assessment Tool on www.bhhpa.org.uk; they can be completed electronically, saved and printed as well as updated as necessary.***

15. ***Document your Risk Assessment and procedures, keeping an electronic or paper record of the steps you take.***

16. You should confirm your work to comply with government guidance on managing the risk of COVID-19 by completing and displaying the poster on this link: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/951736/staying-covid-19-secure-notice.pdf



GOVERNMENT ADVICE FOR ANYONE IN ANY SETTING

<https://www.gov.uk/coronavirus>

17. Stay alert

- We can all help control the virus if we all stay alert. This means you must:
 - stay at home as much as possible
 - work from home if you can
 - limit contact with other people
 - keep your distance if you go out (2 metres apart where possible)
 - wash your hands regularly.
- Do not leave home if you or anyone in your household has symptoms.

Covid-19 Government guidance for the public

- The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia). If you have these symptoms, however mild, stay at home and do not leave your house for at least 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
- Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
- To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands using soap and water or use a hand sanitising gel.
- Stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings or increasing ventilation indoors).
- Face coverings must be worn in indoor settings (e.g. indoor spaces and public transport) where social distancing may be difficult, and where people come into contact with others they do not normally meet.

- Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.
18. Government advice and legal obligations change frequently; please make sure you are up-to-date. Regular BH&HPA emails signpost the changes.

CONSIDERING THE LOCAL COMMUNITY

19. Governments' permission to reopen parks will be widely publicised. Therefore, you should be prepared to answer all enquiries with well-founded reassurance about the measures you are taking to ensure the safety of customers, the staff team and those in the local community.
20. Parks responded promptly to the calls for a lockdown and complied immediately when measures were announced by Government to protect the NHS and save lives. That safety motivation continues to drive your work to reopen as customers return.
21. You should explain your actions to ensure the safety of all park users including:
- compliance with health and safety legislation which underpins all your actions
 - compliance with government advice and guidance
 - robust cleaning and hygiene procedures
 - carefully thought-out social distancing protocols
 - information to customers about how to stay safe, stay alert and consider others with repeated visual reminders
 - contingency plans in place should anyone on the park be suspected of having coronavirus.
- Be prepared in advance to answer all reasonable questions.***
22. **Confidence for the community, your staff team and customers**

VisitBritain's 'We're Good to Go!' scheme is explained on this [link](#) and please go to this link to enrol: <https://goodtogo.visitbritain.com/home> .

The 'We're Good To Go' industry standard and supporting mark means businesses can demonstrate that they are adhering to the respective Government and public health guidance, have carried out a COVID-19 risk assessment and checked that they have the required processes in place.

Once you have set up your account and password, you will be asked to work through a few questions, where, if you have followed this guidance, you should be able to answer 'yes'.

You will then be given the option to confirm that you are a BH&HPA member (or to answer more questions).

Some 24 hours later, you should then receive your certificate and other tools to provide your customers, your staff team and your local community with much-needed reassurance.



TEAM MEMBERS' HEALTH AND WELLNESS

23. The following guidance should be reviewed and measures implemented prior to staff team members' return to work. Make the team aware of the steps you are taking to ensure they will be as safe as possible on their return.

CONSIDERATIONS FOR ALL STAFF	
Management	
A nominated manager (and deputy - according to park size) or the park owner	Should have a thorough knowledge of COVID-19 to make informed decisions allocate tasks (as follows) and check that measures are implemented
Communication	
Contact team members Provide an opportunity for them to voice personal issues that may be of concern, including their concerns about health/ social contacts etc	Without face-to-face contact where possible: <ul style="list-style-type: none"> • email • online meetings AND on a one-to-one basis if at all possible: <ul style="list-style-type: none"> • Facetime, WhatsApp, Zoom (or similar) • telephone
Physical health	
All staff	<ul style="list-style-type: none"> • According to government guidance, review the options for non-frontline staff to work from home where possible • Ask all staff to confirm they are free of coronavirus symptoms before returning to work
Testing for coronavirus	<ul style="list-style-type: none"> • Remind team that anyone who has Covid-19 symptoms should get tested and self-isolate if they test is positive: <ul style="list-style-type: none"> ▪ in England ▪ in Scotland ▪ in Wales ▪ in Northern Ireland • Where employers are considering making testing available and especially if they are considering asking employees to test, it is essential to seek legal guidance on the obligations relating to employment, equalities and data protection law. Please contact BH&HPA (T: 01452 526911) for a referral to the legal helpline for an initial discussion. • Private test providers are listed here and government guidance on workplace testing explains some of the practicalities <p>During lockdown, Government is providing workplace tests to employers of more than 50 people in England - here.</p>
Staff members: <ul style="list-style-type: none"> • self-isolating • shielding • vulnerable • caring for a vulnerable person • with coronavirus symptoms • living with anyone displaying symptoms 	<p>Cannot return to work</p> <p>Advice for employers on workers' self-isolation is as follows: Northern Ireland England Scotland Wales</p> <p>Self-isolation should take place for 10 days from a worker's positive test and/or the point of most recent contact with the person who has tested positive for coronavirus.</p> <p>In England, for example, <i>'It is a legal requirement for employers to not knowingly allow an employee who has been told to self-isolate to come into work or work anywhere other than their own</i></p>

	<p><i>home for the duration of their self-isolation period. Failure to do so could result in a fine starting from £1,000.'</i></p> <p>General guidance on self-isolation is here.</p> <p>You should not share the identity of a worker who has tested positive with other workers.</p> <p>See Appendix 7 for Action Cards that offer further guidance for businesses.</p>
All staff	<p>Staff rotas should be organised so that they work together in the same teams where practicable.</p> <ul style="list-style-type: none"> • issue individual advice/ instructions as necessary (paperless) • in all staff areas display clear messages about social distancing (here). There are many examples of commercially available posters and stickers. • Best practice guidance posters: <ul style="list-style-type: none"> ○ How to hand wash (poster) here ○ How to hand rub (poster) here • Remind staff and reinforce hygiene and social distance measures regularly
PPE / other materials	<ul style="list-style-type: none"> • supplies of hand/gel sanitiser • gloves and aprons • face coverings that fit correctly • suitable cleaning materials and equipment
<p>Face coverings</p> <p>Face coverings are intended to protect others against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes coronavirus infection (COVID-19).</p>	<p>Wearing face coverings in designated places (such as all indoor spaces on parks) is the law and at premises where face coverings are required, you should take all reasonable steps to promote compliance.</p> <p>Face coverings are not mandatory in offices (where other measures are in place) but should be worn in areas where there may be contact with the public.</p> <p>Some people do not have to wear a face covering including for age, health or equality reasons (see relevant national guidance below). No one who is legally exempt from wearing a face covering should be denied entry if they are not wearing one.</p> <p>England Northern Ireland Scotland Wales</p>
Mental health and wellbeing	
Support for all staff team members' mental health	Guidance is available in Appendix 3 and particular attention is drawn to the advice available from the NHS Every Mind Matters
Training	
Communicate the key risks of coronavirus, hygiene and social distancing measures.	Sources of government advice are listed in Appendix 1 and Appendix 4
HSE advice	<p>HSE's advice Talking with your workers about coronavirus explains how you can talk to your workers about:</p> <ul style="list-style-type: none"> • preventing coronavirus in your workplace • reducing the risks from coronavirus, and more.
Staff becoming unwell	<p>Make a plan:</p> <ul style="list-style-type: none"> • if staff become ill, such as with a continuous cough, they should go home

	<ul style="list-style-type: none"> • for information use NHS 111 website • in case of emergency such as breathing difficulties dial 999 • as soon as possible, use disposable gloves and apron to clean and disinfect any touch points that may have been contaminated by the infected person • ventilate the rooms they have occupied.
Use of vehicles on the park	
A vehicle is a workspace	<ul style="list-style-type: none"> • where possible team members should travel in separate vehicles to any location and then maintain social distancing • if there is no other option and team members have to share a vehicle, they should share with the same person(s) each day involving the minimum number of people on any journey • face coverings must be worn to provide some protection for others they come into close contact with. • the vehicle should be well ventilated (keeping the windows open) and occupants should face away from each other (if possible) to help to reduce the risk of transmission • vehicles should be disinfected regularly using gloves and standard cleaning products. Door handles and other areas that passengers may touch must be disinfected after use.
Insurance	Team members using their own vehicles at work must check their insurance covers 'business use' (for example between parks) as well as the commute to their place of work
Equipment	
Office equipment, kitchen items, tools, and machinery	<ul style="list-style-type: none"> • as far as practical, equipment should not be shared • if shared, it must be cleaned between users • suggest staff bring in their own meals/snacks, crockery, and cutlery
Team meetings, formal or informal	
Meetings, staff breaks	<ul style="list-style-type: none"> • social distancing measures in place throughout • breaks from work can be staggered to minimise opportunities for contact • tables etc. should be cleaned after use • smoking/ vaping areas should be arranged and used following social distancing guidelines
Offices	
Administration areas, reception procedures	<p>To be arranged to allow social distance</p> <p>Communications should be electronic wherever possible for example:</p> <ul style="list-style-type: none"> • 'clocking in' arrangements • distribution of work instructions/ schedules
Maintenance Team	
Safety	In situations that are high risk, e.g. sewage treatment plants, team members should not work alone, but still follow social distancing.
Rest/ break arrangements	Allocate alternative rest break areas, if necessary, to achieve social distance. For example, within a central facility that is not being used
Hand hygiene	<ul style="list-style-type: none"> • in all areas provide hand washing facilities and/or adequate supplies of hand sanitiser with at least 60% alcohol content if alcohol is the sanitising agent • provide disposable wipes (or paper roll and sanitising spray) to clean hand contact points on shared equipment e.g. handles on handheld tools, steering wheels • surfaces should be cleaned after each use

Essential maintenance work to the accommodation or on the pitch	<p>Where necessary:</p> <ul style="list-style-type: none"> • take supplies of PPE, face coverings and cleaning essentials which may include: hand sanitiser, hand soap, clean water surface cleaner, coveralls, boot/shoe covers, secure waste bin. • explain to guests their use of face coverings and procedures they use to clean and ensure social distance • ask if anyone in the accommodation has coronavirus symptoms (they should not work where coronavirus is present) • where possible work in a unit that has been vacated by guests • if the guests cannot leave then ask them to move to another room • ensure social distance is maintained throughout and all touch surfaces cleaned after contact (inside and outside the accommodation)
Team Communications	
Instructions, work plans	Oral, electronic and via notices
Information	Regularly remind team members of the basic hygiene, the use of face coverings and social distance requirements

24. **Government guidance on working safely includes:**

Working safely during coronavirus (COVID-19) - [here](#)

Working safely in the visitor economy - [here](#)

Working safely in hotels and other guest accommodation - [here](#)

Working safely in restaurants, pubs, bars and takeaway services - [here](#)

Working safely in or from a vehicle - [here](#)

Working safely in offices or contact centres - [here](#)

Working safely during COVID-19 in shops and branches - [here](#)

HSE: Risk assessment during the coronavirus (COVID-19) pandemic - [here](#)

There is a comprehensive list at [Appendix 1](#).

COMMUNICATING WITH PRIVATE OWNERS OF HOLIDAY ACCOMMODATION AT THE PARK

Privately-owned holiday caravans, lodges, seasonal tourers, chalets etc.

25. Contacting private owners before their return to the park offers an opportunity to explain your work to ensure the park is in tip-top order and fully prepared for their return. Photos or video may illustrate and offer added reassurance.

26. Explain to all private owners (and any other visitors) that to comply with government track and trace requirements, and above all to help fight the virus, they will need to:

- provide contact details for the lead member of their group visiting the park (or in England check in using the NHS App).
- explain that this data will be handled in accordance with your data protection policy and destroyed after 21 days.

27. Your website is the perfect place to offer comprehensive up-to-date information about:

- what to expect at the park
- improvements you have carried out in their absence
- facilities that will be open or closed
- the availability of local shops or facilities.

28. Before owners return to the park, the rules to be applied across the park must be explained to them in writing. It must be clear that these conditions must be met to allow the park to reopen safely. They should not travel to the park if they, or anyone in their household, have COVID-19 symptoms.
29. You may wish to consider following the procedure (in your Licence Agreement with the caravan owner) to establish fresh park rules.
30. You should be courteous, and above all clear, explaining that all park users will be required to follow the rules and park teams will be asked to ensure the new rules are being followed. Failure to comply with your fair and reasonable park rules may be a breach of the customer's agreement with the park.
31. A short home-made video to explain arrival at the park may be well-received. It should explain any new arrangements and offers an opportunity to show the park at its best, ready to receive private owners.
32. ***You should ask everyone to show consideration, please, for your local community.***
33. ***Urge everyone to respect social distance in all contacts outside the park.***
34. ***Local relationships are important to us all and some are understandably apprehensive about the potential impacts of visitors; they will need reassurance demonstrated by your thoughtfulness.***
35. Prepare a user-friendly, accessible guide to explain the ground rules.
36. The following list is not exhaustive or mandatory but offers suggestions and you should take account of changes in the law:
 - arrival (and departure) instructions – to include contacting the park reception; this could simply be by phone
 - the caravan should only be used by members of the same group
 - no social gathering with friends
 - (perhaps) no central facilities will be available/ open
 - no visitors will be allowed access to the park
 - a reminder that 'holiday use only' conditions continue to apply
 - if presently allowed under the terms of the licence agreement, perhaps holiday caravans/ lodges may not be sublet unless or until national legislation permits holidays
 - social distance to be maintained at all times from other owners
 - social distance to be maintained at all times from park team members and all visitors to the park
 - one-way systems may operate in some areas of the park to ensure social distancing can be complied with on narrow paths or cycle routes and at pinch points; areas to consider may include beach access, cliff paths etc.
 - their obligation to report symptoms of feeling unwell to specific park 'coronavirus telephone number'
 - additional park rules required for safe management of coronavirus risks
 - community facilities that may be withdrawn: book exchanges, tourist information, pay phones
 - new arrangements for buying food and drink on the park
 - arrangements for third party food deliveries to the park
 - emergency contact number(s)
 - suggest essential shopping items they may wish to bring such as soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser
 - bringing their own supplies of food and drink may reduce reliance and congestion in local shops
 - referral to [Public Health England basic guidance](#)
 - offer a named contact and telephone number at the park to take enquires and answer questions.

37. **Please include essential safety measures:**

- a reminder that where an annual gas safety check is required it should be carried out as soon as possible if overdue
- flush through water systems to clear out stagnant water, especially shower heads which should be held away from the face to avoid inhaling spray
- instructions on waste disposal arrangements.

38. **Please note as the law evolves and, hopefully, the pandemic is brought under closer control, this advice will need to be reviewed.**

COMMUNICATING WITH HOLIDAYMAKERS

39. **This section applies to anyone hiring lodges, holiday caravans, safari tents, tree houses, chalets, pods, shielings etc. and all forms of self-catering accommodation. It also applies to those bringing their own accommodation such as tents, tourers and motorhomes.**

40. **Any closed facilities or restrictions to be imposed across the park, should be communicated in writing to customers before they book, with a reminder before their arrival.**

41. Your website is the perfect place to offer comprehensive up-to-date information about:

- what to expect at the park
- facilities that will be open or closed
- the availability of local shops or facilities.

42. They should not travel to the park if they or anyone in their household has COVID-19 symptoms.

43. Explain the procedure for arrivals at (and departures from) the park.

44. Explain to all private owners (and any other visitors) that to comply with government track and trace requirements, and above all to help fight the virus, they will need to:

- provide contact details for the lead member of their group visiting the park (or in England check in using the NHS App).
- explain that this data will be handled in accordance with your data protection policy and destroyed after 21 days.

45. Prepare a user-friendly guide to layout the ground rules; this will be especially important for ad hoc bookings where customers may not have reviewed your website.

46. Review **'Welcome Packs'**; you may wish to provide:

- disposable cleaning cloths
- antibacterial household wipes
- refuse bags including for used bed linen /towels (if provided)
- regular cleaning products such as washing up liquid, disinfectant.

47. **The information to holidaymakers may include:**

- What the park is doing to reduce the spread of infection, such as your enhanced cleaning regime.
- What holidaymakers **can** do:
 - enjoy their caravan/lodge and the area of their pitch and public footpaths/ cycle routes through and around the park
 - walk freely on the park, at all times observing social distance from other park users and the park team
 - bring soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser – just to be on the safe side
 - bring their own supplies of food and drink may reduce reliance and congestion in local shops

- talk to any of our park team but always observe social distance – ‘*we are looking forward to seeing you!*’
- place orders for food and drink from the park to be collected or delivered observing social distance
- Please do not:
 - meet or gather with friends in a social group
 - invite or entertain visitors
 - allow children to roam unsupervised around the park so that they do not, albeit inadvertently, break the social distance rule.
- On departure please:
 - leave windows open on the latch (unless it is very windy/rainy) and confirm (electronically) with park that they have done so
 - place sheets, pillowcases, towels in the bags provided.
- Include a ‘what to do’ section in case of suspected COVID-19 in advance information and during any booking or check-in process. See also para.86 p.34
 - if appropriate, include details of local testing facilities and that accommodation cleaning services will be withdrawn.
- Also consider:
 - how to discuss the matter with the COVID-19 symptomatic guest, including next steps, at the earliest opportunity
 - communicating the information that, if the guest cannot return home, they will be expected to pay all accommodation costs.
- ***You should ask everyone to show consideration, please, for your local community. Urge everyone to respect social distance in all contacts outside the park.***

Local relationships are important to us all and some are understandably apprehensive about the potential impacts of returning visitors; they will need reassurance demonstrated by your thoughtfulness. Thank you.

48. PREPARING FOR AND MANAGING ALL PARK VISITORS

CONSIDERATIONS	
Caravan owners and holidaymakers	
Arrivals as appropriate	<p>Arrange:</p> <ul style="list-style-type: none"> • sign in/ register (without physical contact) procedures • an information pack that will reiterate and reinforce the rules sent to customers prior to arrival
<p>Test, trace, protect</p> <p>The procedures are on the following links:</p> <p>England: NHS Test and Trace Northern Ireland: Test, Trace and Protect Scotland: Test and Protect Wales: Test, Trace Protect</p> <p>England and Wales: register for an official NHS QR code Or Check In Scotland</p>	<p>It is a legal requirement in England and recommended across the UK to display an official NHS QR poster at the park entrance and at the point of service for facilities.</p> <p>You need to know who is on your park at any time, including in any dining facility or bar.</p> <p>You will need a procedure to gather:</p> <ul style="list-style-type: none"> • contact details, including phone number and address of the lead member of any group • dates on park • a record of all staff working (and shift times) on a given day and their contact details <p>and keep details securely for 21 days in line with your data protection policy.</p> <p>This applies to:</p> <ul style="list-style-type: none"> • holidaymakers and private owners (and any persons they sublet to) including everyone in their party and visitors • customers of any onsite facilities • for both direct bookings and those via an agency or online travel agent. <p>In England it is not necessary to collate contact data from customers who check in using the NHS App.</p>
Where holiday makers are to be welcomed	<ul style="list-style-type: none"> • stagger arrival times/length of holidays to avoid bottlenecks • review check in times to ensure accommodation can be cleaned effectively • provide holidaymakers with a plan and clear directions to their accommodation or pitch • accommodation keys should be cleaned and offered in disposable bag, or provided in cleaned key safes etc.
Departures as appropriate	<p>Arrange:</p> <ul style="list-style-type: none"> • a procedure for owners and holiday makers to advise the park when leaving (by telephone or electronically if possible) • advise holidaymakers to leave windows open – on the latch - when leaving the accommodation (unless windy/rainy weather makes this inadvisable) • a procedure for holidaymakers to confirm no one was ill during their stay.
Third parties visiting the park	
Suppliers of goods, services and contractors	<ul style="list-style-type: none"> • make a plan to ensure that all visitors to the park are subject to a signing in procedure to comply with government Test and Trace rules (as above) • check they have declared themselves Covid-19 secure • remind visitors about social distancing • any work on the park should be carried out observing social distance

	<ul style="list-style-type: none"> identify drop-off areas that respect social distance guidance
Contractors carrying out work may include: <ul style="list-style-type: none"> accommodation manufacturers other suppliers repair services trades' people 	<ul style="list-style-type: none"> check with contractors that they have completed their own COVID-19 Risk Assessment and safe working procedures. (Risk assessment is a legal requirement in all countries; in Wales a COVID-19 Risk Assessment is specifically required.)

49. PREPARING AND OPERATING PARK INFRASTRUCTURE

Make sure all inspection and testing obligations are fully up to date.

All checks should be carried out by competent persons

CONSIDERATIONS	
Water	Review the Legionella Risk Assessment (LRA) for the Park <ul style="list-style-type: none"> check the temperatures at representative and sentinel points to confirm they are in range flush through stored water in accordance with the parks LRA further advice is published by HSE here
Electricity	<ul style="list-style-type: none"> check all inspection and testing obligations are fully up to date check distribution units are locked and secure the residual current device (RCD) to each letting unit should be checked. If the park has been under a regime of regular electrical maintenance it should be sufficient to switch on.
Gas	<ul style="list-style-type: none"> check all inspection and testing obligations are fully up to date make arrangements for gas cylinders to be purchased and changed without breaching social distancing requirements
Fire alarm system	Verify that 'successful' audible/operational check of fire alarms has been completed on the fire detection system(s)
Vehicles, plant and equipment	Undertake all usual visual/operational checks
Cleaning	Clean all areas of the park including: <ul style="list-style-type: none"> accommodation for sale accommodation for hire
Hand washing facilities	In addition to usual hand washing provision, provide sanitising stations: <ul style="list-style-type: none"> at entrances to buildings and facilities inside buildings, in office spaces and where there are visitors
Waste	Provide: <ul style="list-style-type: none"> additional closable waste bins advise any waste contractor of changes in your procedures

50. PREPARING AND OPERATING PARK SECURITY AND SAFETY ARRANGEMENTS

CONSIDERATIONS
Access

The entrance/access to the park should be controlled if reasonably practicable	<p>Establish a control point(s):</p> <ul style="list-style-type: none"> • barrier or temporary barrier, and, • suitable signage to offer direction and guidance
According to current regulations	<ul style="list-style-type: none"> • staff should be briefed to report any concerns about unauthorised people on the park immediately • nominated person be briefed to investigate and establish identity of any 'unknown' visitor <ul style="list-style-type: none"> ○ if no legitimate reason to be on the park they should be asked to leave by the most direct route ○ if the request is not complied with then it may be necessary to seek the help of the police.
<i>If there is any possibility the police may need to be called then it is suggested enquiries be made with the police in advance – just in case.</i>	
Spacing distances for touring caravans, motorhomes, tents etc.	Identify, and clearly mark out, pitches to ensure there is adequate space between accommodation and to ensure social distance on routes to and from all accommodation and open facilities
Safe pedestrian and cycle routes	<p>Pedestrians (and cyclists) will need more space for social distancing; this needs careful consideration:</p> <ul style="list-style-type: none"> • widening of paths even if this is a temporary provision using part of the roadway • one-way routes around the park • alternative pathways through grassed areas running in parallel with the footpaths • pedestrian laybys • clear signage reminding people of the need to comply with social distancing measures at narrow access points e.g. gates • if appropriate, mark 2m social distance (lines on the ground etc.) • clear signage reminding visitors leaving the park to comply with social distancing measures in the local community. <p>Areas to consider may include:</p> <ul style="list-style-type: none"> • any public rights of way across the park • beach access, cliff paths etc. • dog walking areas • smoking/ vaping areas
	<p>If the park landscape permits, perhaps mow strips in areas to indicate socially distanced pitches, paths and routes between grassy 'wild' areas.</p> <p>There is Government Advice on Accessing Green Spaces Safely here.</p>
Park community services	<p>Consider all on-park services currently on offer; if they can't be delivered within social distancing rules they may need to be withdrawn.</p> <p>For example: book exchanges, tourist information, pay phones</p>
Shops, food and drink services	<p>Consider arrangements for:</p> <ul style="list-style-type: none"> • controlled admissions to any shop to include advice on face coverings • social distance measures • sanitising basket/ trolley handles • alternative 'counter-style' set up • cashless payments • hand sanitiser and face coverings • customer ordering, collection, delivery

- See Government guidance [Working safely during COVID-19 in shops and branches](#)

51. PREPARING AND OPERATING OFFICE BUILDINGS/ RECEPTION/ ALTERNATIVE MEET AND GREET POINTS

CONSIDERATIONS	
Activity	Possible actions
Reception arrangements (minimise contact with and between team members)	<ul style="list-style-type: none"> • select customer information/ handover point(s) • put social distancing measures in place in line with government guidance • use screens or barriers to separate colleagues from each other and customers • display completed Staying COVID-19 Secure poster
Arrival arrangements (if appropriate)	<ul style="list-style-type: none"> • request arrival times • if possible, arrange an outside but rain/ wind protected location • if possible, caravan owners or holiday makers to remain in the car • if there is a requirement to enter a building, limit numbers to one per 'party' • if you need to restrict numbers of people entering reception, set up distance markers (on the floor and/ or 'post and rail') where is likely to be a queue at an internal reception • a one-way system and floor markings may be needed
Team safety	<ul style="list-style-type: none"> • reduce the number of people each person has contact with by using 'fixed teams' or 'partnering' (so each person works with only a few others) • it may be possible to arrange desks to achieve social distance spacing, or, • colleagues could work using back-to-back or side-to-side arrangements (rather than face-to-face) whenever possible • consider the area(s) colleagues need to access to do their work – could this be 'zoned' to minimise crossover?
Information and hygiene	<ul style="list-style-type: none"> • display clear signage about social distancing; there are many examples of commercially available posters and stickers • display clear signage about hand washing Best practice guidance posters How to hand wash (poster) here How to hand rub (poster) here • make hand sanitiser and face coverings available throughout • establish cleaning procedures including dealing with contamination incidents. See Government guidance in Appendix 5

52. **Government guidance for businesses during the coronavirus epidemic is [here](#) and there are more links at Appendix 1.**

53. **UK Hospitality has published [COVID19 SECURE guidelines for hospitality businesses](#)**

54. PREPARING FOR AND OPERATING HOLIDAY ACCOMMODATION SALES

CONSIDERATIONS	
Activity	Possible actions
Operating	<p>Wherever possible, initial viewings should be done virtually</p> <p>Consider an appointment-only service:</p> <ul style="list-style-type: none"> • meet the customer outside the office • check face coverings in place • ask whether any party is showing coronavirus symptoms or has been asked to self-isolate before going ahead with any viewing • record the arrival time of the visitor including name and contact information etc. • in open showgrounds, mark the floor with visitor flow by way of directional arrows with lines delineating the 2m separation • a one-way system if the reception office has two external doors • hand sanitiser at reception door entrance and any reception/ sales desks • notices <ul style="list-style-type: none"> ○ to encourage use of sanitiser ○ completed Staying COVID-19 Secure poster • in busy periods, staff should ask people to wait their turn outside or return later • ensure there is a designated space within the sales office that respects the privacy of the customer(s) and affords 2m social distance between customer(s) and staff member • clean frequent hand contact surfaces after each use • use disposable pens which the customer could keep
Preparation for viewings	<p>Ensure the following:</p> <ul style="list-style-type: none"> • open all windows (on the security latch) to ventilate the holiday caravan if practical; allow one hour's ventilation between viewings • open and wedge all internal doors to allow air to circulate • remove internal doors/ tape off areas to reduce the number of hand contact points • schedule sales appointment to allow time between visits for full ventilation • providing hand sanitiser (or disposable gloves) to customers and ask that they avoid touching any surfaces • clean any unavoidable hand contact points between viewings • schedule deep cleaning either after every 10 viewings and periodically (say, weekly, depending on the number of viewings).
Viewing accommodation	<p>All holiday caravans on display and offered for sale should have been cleaned and locked:</p> <ul style="list-style-type: none"> • organise viewing in time slots, allowing for cleaning between visits • unlock the holiday caravan; the sales person to keep the keys • restrict viewings to one household at a time • staff should remain outside the accommodation and discuss questions there whilst observing social distancing (2m) • provide disposable gloves to buyers and/or ask that they avoid touching any surfaces • lock the holiday caravan after the viewing
Sales documentation	<ul style="list-style-type: none"> • Paperwork and communications could be conducted by phone and email to limit interaction <p>Signing sales documents:</p>

	<ul style="list-style-type: none"> ensure a designated space within the sales office that respects the privacy of the customer(s) and affords the appropriate 2m distance between customer(s) and staff member. if practical, you may install a protective screen (Plexiglas or similar) in the designated space if the 2m distance cannot be provided disinfect all surfaces in the designated space, including table tops, desktops, chairs and any electronic devices provide the customer(s) with a disposable pen or clean pen to keep. customer(s) and staff members should observe proper sanitising/ hand-washing protocols immediately upon completion of signing.
Trade-ins	<ul style="list-style-type: none"> a full clean and disinfection process should be undertaken before the holiday caravan can be considered for display or sale (Appendix 5).
Hand-over	<p>Prior to handover the relevant staff member should:</p> <ul style="list-style-type: none"> confirm that the accommodation has been cleaned before giving the customer the keys ensure that keys have been disinfected before giving them to the customer conduct the hand-over at the location of the sited unit maintain the recommended 2m social distance from the customer during the handover process not enter the accommodation with the customer make alternative arrangements to explain on-board appliances/ equipment.

55. PREPARING AND OPERATING COMMUNAL WASH AREAS including toilet and shower blocks, laundrettes

CONSIDERATIONS	
Activity	Possible actions
Pre-opening	<ul style="list-style-type: none"> in compliance with your park's Legionella Risk Assessment (LRA) and safe working procedures, flush water through wash hand basins and shower heads check water temperatures at the sample points defined in the LRA assess whether a one-way system can be put in place creating a separate entrance and exit. define any necessary queuing arrangements assess how many cubicles/ basins /machines can stay in use whilst ensuring social distance (Appendix 1) stipulate maximum numbers that can use the facility check that any mechanical ventilation is in good working order
Arrangements for use	<ul style="list-style-type: none"> install hand sanitiser points at the entrance to the building put social distancing measures in place in line with government guidance (Appendix 1) consider using screens or barriers to separate customers from each other in any communal wash/washing up areas communicate queuing arrangements to customers provide disposable hand drying towels for use turning off taps and drying hands remove any non-essential items from the facility limit numbers entering the building if possible; set up distance markers (on the floor and/ or 'post and rail') if there is likely to be a queue

	<ul style="list-style-type: none"> place disinfectant and disposable paper roll adjacent to frequent hand contact surfaces (e.g. coin operated machines, hairdryers) provide maximum ventilation to all areas of the building (open all windows if possible)
Team safety	<ul style="list-style-type: none"> if team members supervise access to the facility position them to achieve social distance spacing from customers and to wear face covering. If possible, provide (outside) shelter if access control in place
Cleaning	<ul style="list-style-type: none"> establish rota to clean facility include frequent emptying of bins and appropriate disposal
Information and hygiene	<p>Clear signage should be displayed in all facilities. Including:</p> <ul style="list-style-type: none"> clear instructions about wiping down surfaces after use – paper roll and disinfectant notices about social distancing; there are many examples of commercially available posters and stickers notices about hand washing and use of face coverings <p>Best practice guidance posters</p> <ul style="list-style-type: none"> How to hand wash (poster) here How to hand rub (poster) here <ul style="list-style-type: none"> park phone number for cleaning requests completed Staying COVID-19 Secure poster

56. PREPARING AND OPERATING OUTDOOR PLAY AREAS (AND OUTDOOR GYM EQUIPMENT)

See Government guidance

[COVID-19: Guidance for managing playgrounds and outdoor gyms](#)

CONSIDERATIONS	
Activity	Possible actions
If park open and the play area and/ or outdoor gym is NOT open	<p>If your play/ gym area is closed, equipment should be locked/ secured as far as possible:</p> <ul style="list-style-type: none"> if the play area is fenced access gates should be locked for an unfenced area barrier(s) should be put in place at the ground level entrance to component parts of the play equipment (as far as possible) in every case, clear signage should confirm that the area is closed to comply with the law.
<p>Preparing to reopen an outdoor play area</p> <p>Carry out a risk assessment on all playground equipment including identifying any component part that may pose a heightened risk of close contact</p> <p>(For example: Wendy house, enclosed slide)</p>	<p>Consider:</p> <ul style="list-style-type: none"> hand sanitiser stations at child-friendly height (adult height for outdoor adult gym equipment) should be installed at entrance(s) and exit(s) to the play area clear signage should explain that: parents are responsible for supervising their children including: <ul style="list-style-type: none"> hygiene routines (e.g. that hands are sanitised on entry to and exit from the play area; they bring their own sanitiser/ anti-bacterial wipes) ensuring they observe social distance if an enclosed area, maximum numbers to use the area and/or pieces of equipment proper disposal of waste (e.g. wipes, face coverings)

	<ul style="list-style-type: none"> • parents should not permit children to enter the play area unaccompanied and/ or when maximum numbers exceeded • ban on the consumption of food and drink in the play area • any time limits on usage • any waiting arrangements • how parents should report any contamination concerns to the parks' nominated contact ... <i>[names and phone numbers]</i> • availability of sanitiser should be regularly checked, topped up and a record kept • if practicable, move equipment to increase spacing • for outdoor gyms a one-way system
Team safety	<ul style="list-style-type: none"> • if team members supervise access to the facility position them to achieve social distance spacing from customers and to wear face covering if appropriate • if possible, provide (outside) shelter if access control in place
Cleaning	<ul style="list-style-type: none"> • identify, in particular, frequent hand contact surfaces • establish rota to clean facility • include frequent emptying of bins and appropriate disposal
Information and hygiene	<p>Best practice guidance posters</p> <p>How to hand wash (poster) here</p> <p>How to hand rub (poster) here</p> <ul style="list-style-type: none"> • park phone number for cleaning requests • completed Staying COVID-19 Secure poster

57. PREPARING AND OPERATING INDOOR PLAY AREAS FOR CHILDREN

See industry guidance from the *British Association of Leisure Parks, Piers and Attractions (BALPPA)* [here](#)

CONSIDERATIONS	
Activity	Possible actions
<p>Preparing to reopen an indoor soft play area</p> <p>Carry out a risk assessment on all playground equipment including identifying any component part that may pose a heightened risk of close contact</p> <p>(For example: Wendy house, play tunnel)</p>	<p>In planning consider:</p> <ul style="list-style-type: none"> • logistics <ul style="list-style-type: none"> ○ capacity ○ staggered start times ○ direction arrows ○ pinch points ○ entry/ exit points ○ booking system if practicable • features to close (or remove contents in some cases) e.g.: ball pits, sensory rooms • hand sanitiser stations at child-friendly height (adult height for outdoor adult gym equipment) should be installed at entrance(s) and exit(s) to the play area • clear signage should explain: <ul style="list-style-type: none"> ○ parents are responsible for supervising their children including: ○ hygiene routines (e.g. that hands are sanitised on entry to and exit from the play area; they bring their own sanitiser/ anti-bacterial wipes) ○ ensuring they observe social distance ○ if an enclosed area, maximum numbers to use the area and/or pieces of equipment ○ proper disposal of waste (e.g. wipes, face coverings)

	<ul style="list-style-type: none"> ○ parents should not permit children to enter the play area unaccompanied and/ or when maximum numbers exceeded ○ ban on the consumption of food and drink in the play area ○ any time limits on usage ○ any waiting arrangements ○ how parents should report any contamination concerns to the parks' nominated contact ... [<i>names and phone numbers</i>] ● adults to wear face coverings ● availability of sanitiser should be regularly checked, topped up and a record kept ● if practicable, move equipment to increase spacing
Team safety	<ul style="list-style-type: none"> ● if team members supervise access to the facility position them to achieve social distance spacing from customers and to wear face covering if appropriate ● if possible, provide (outside) shelter if access control in place
Cleaning	<ul style="list-style-type: none"> ● identify, in particular, frequent hand contact surfaces ● establish rota to clean facility ● include frequent emptying of bins and appropriate disposal
Information and hygiene	<p>Best practice guidance posters</p> <p>How to hand wash (poster) here</p> <p>How to hand rub (poster) here</p> <ul style="list-style-type: none"> ● park phone number for cleaning requests ● completed Staying COVID-19 Secure poster

58. PREPARING AND OPERATING FOOD OUTLETS, RESTAURANTS AND CASUAL DINING (including pubs where food is served)

See also Government guidance:

[Guidance for food businesses on COVID-19](#)

[Guidance for restaurants offering takeaway or delivery](#)

CONSIDERATIONS	
Activity	Possible actions
Before opening	
Advance bookings	<ul style="list-style-type: none"> ● set up a paperless reservation system
Capacity	<ul style="list-style-type: none"> ● calculate the number of people that can be safely accommodated taking social distancing into account ● arrange seating and tables accordingly inside (and outdoors as necessary) ● consider physical barriers between tables if practicable
All areas	<ul style="list-style-type: none"> ● identify potential pinch points and set up one-way systems/ 'posts and rail' if necessary ● set up queuing system, if necessary, to include social distance spacing ● mark the floor/ walls to show social distance and direction of travel as necessary (tape, stickers) ● install hand sanitiser at entrances (and exits if different) ● availability of sanitiser must be checked regularly, topped up and a record kept

Signage	<p>Signage at entrance(s)</p> <ul style="list-style-type: none"> • may include directions about safe movement around the restaurant • routes to toilets • admission of groups limited to single households • maximum capacity of the premises/outlet • customers to wash their hands before entering or use hand sanitiser station provided. • requirement to adhere to current social distancing requirements and the use of face coverings while moving about • customers not to enter if they have any coronavirus symptoms <p>Clear signage should be displayed on routes to and in all toilet facilities. Including:</p> <ul style="list-style-type: none"> • notices about social distancing; there are many examples of commercially available posters and stickers • notices about hand washing <p>Best practice guidance posters</p> <ul style="list-style-type: none"> ○ How to hand wash (poster) here ○ How to hand rub (poster) here <ul style="list-style-type: none"> • phone number for cleaning requests
Receiving supplies	<ul style="list-style-type: none"> • back of house deliveries if practical • review procedures to ensure social distancing can be maintained • clean frequent hand contact surfaces after deliveries e.g.: door handles
Cleaning	<ul style="list-style-type: none"> • establish rota to clean all areas • include frequent emptying of bins and appropriate disposal
Payments	Contactless as far as possible
Operations	<p>Consider</p> <ul style="list-style-type: none"> • 'single use' paper menus, or, • wipeable menus with suitable procedure for cleaning • offer disposable napkins only • trays handled by customers to be cleaned after each use • orders taken at the table and served there (staff to respect social distance) • cutlery brought to the table once guests are seated (not left on the table) • plates, cutlery and glasses only to be picked up by staff to be returned to the kitchen for washing • serve individual condiments/ sauces on request (not left on the table)
Counter service (where permitted)	<ul style="list-style-type: none"> • ask customers to step back from counters so that staff can serve them safely (if the counter width is less than the current social distance) • plates to be picked up only by staff (rather than customers handing the plates for staff to fill) • when the food is plated, the plate is placed on the customer's tray; member of staff moves back; customer picks it up. • where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task • individually wrapped condiments and sauces could be offered on request and put with the plated food on the customer's tray • cutlery to be brought to the customer rather than customers helping themselves

	<ul style="list-style-type: none"> trays handled by customers to be cleaned after each use.
Self-service buffets	should be avoided
Kitchens	<ul style="list-style-type: none"> review working practices make any changes needed to respect social distance <ul style="list-style-type: none"> one person at a time allowed in stores, cellars, changing rooms, toilet areas etc. restrict menu to ensure that cross-over and access to food can be effectively controlled and monitored continue to use regular sanitising and at the end of the shift clean all frequent hand contact surfaces one more time before closing machine wash all tableware if possible ensure dishwashers set to operate at temperatures above 60°C
Kitchen signage	<p>Clear signage should be displayed including:</p> <ul style="list-style-type: none"> notices about social distancing; there are many examples of commercially available posters and stickers notices about hand washing <p>Best practice guidance posters How to hand wash (poster) here How to hand rub (poster) here</p>

59. PREPARING AND OPERATING BARS

See also Government guidance:

[Working safely in restaurants, pubs, bars and takeaway services here](#)

CONSIDERATIONS	
Activity	Possible actions
Before opening	
Capacity	<ul style="list-style-type: none"> calculate the number of people that can be safely accommodated taking social distancing into account arrange seating and tables accordingly inside (and outdoors as necessary)
All areas	<ul style="list-style-type: none"> identify potential pinch points and set up one-way systems/ 'posts and rail' if necessary set up queuing system, if necessary, to include social distance spacing mark the floor/ walls to show social distance and direction of travel as necessary (tape, stickers) install hand sanitiser at all entrances (and exits if different)

Signage	<p>Signage at entrance(s)</p> <ul style="list-style-type: none"> • may include directions about safe movement around the bar • routes to toilets • admission of groups limited to single households • maximum capacity of the premises • customers to wash their hands before entering or use hand sanitiser station provided. • requirement to adhere to current social distancing requirements and the use of face coverings while moving about • customers not to enter if they have any coronavirus symptoms. <p>Clear signage should be displayed in all toilet facilities. Including:</p> <ul style="list-style-type: none"> • notices about social distancing; there are many examples of commercially available posters and stickers • notices about hand washing Best practice guidance posters How to hand wash (poster) here How to hand rub (poster) here • park phone number for cleaning requests
Receiving supplies	<ul style="list-style-type: none"> • review procedures to ensure social distancing can be maintained • clean frequent hand contact surfaces after deliveries e.g.: door handles, barrel handles
Cleaning	<ul style="list-style-type: none"> • establish rota to clean all areas • include frequent emptying of bins and appropriate disposal • continue to use regular sanitising and at the end of the shift clean all frequent hand contact surfaces one more time before closing
Payments	<ul style="list-style-type: none"> • contactless as far as possible
Operations	<ul style="list-style-type: none"> • trays handled by customers to be cleaned after each use • glasses only to be picked up by staff to be returned to the kitchen for washing
Bar service (where permitted)	<ul style="list-style-type: none"> • all surfaces should be regularly cleaned • arrange a queuing system (marked) • remove bar front seating • customers instructed not to stay at the bar • customers may need to keep a step back from the bar until drinks are ready for picking up (according to width of bar and requisite social distance)
Staff	<ul style="list-style-type: none"> • review working practices • make any changes needed to respect social distance <ul style="list-style-type: none"> ○ one person at a time allowed in stores, cellars, changing rooms, toilet areas etc. ○ consider operations involving access to kitchen/ serving areas • continue to use regular sanitising and at the end of the shift clean all frequent hand contact surfaces one more time before closing • machine wash all glassware etc. if possible • ensure glass washers set to operate at temperatures above 60°C

60. HOUSEKEEPING IN HIRE/ RENTAL ACCOMMODATION

CONSIDERATIONS	
Identify which units of accommodation are most suitable to bring back into use for hiring out.	<ul style="list-style-type: none"> • a rigorous cleaning programme (Appendix 5) • how long the cleaning process will take • how many team members will be required to deliver an effective cleaning programme?

It may be necessary to limit the number of units available to let according to the availability of staff for cleaning.	
What is the essential inventory for each unit?	<p>Consider:</p> <ul style="list-style-type: none"> • everything in the inventory will need to be cleaned before and after each let so bear this in mind; fewer items, less work • removal of non-essential soft furnishings: cushions, decorative runners • consider asking guests to bring their own bedlinen and towels • if you supply bedlinen and towels, then consider the cleaning and laundry implications

CLEANING AND DISINFECTION ON PARKS

61. A robust plan should be in place to deal with cleaning in all area of the park. Cleaning should be carried out in the usual thorough way before guests' arrival and on departure including surfaces of all outside furniture, switches and handrails.

62. Further guidance is available at [Appendix 5](#).

63. Cleaning materials

- adequate supplies of detergent/ disinfectant
- disposable cloths or paper roll and mop heads
- steamer for soft furnishings if you don't have a disinfectant that can be used on soft furnishings
- waste bags for laundry – as well as the usual refuse sacks

64. Cleaning/ sanitising chemicals

Hand sanitiser and surface disinfectants for team members and customers to use are biocidal products and as such are regulated by the Health and Safety Executive (HSE). There are Regulations about their proper use so as not to harm people, pets or the wider environment.

HSE's advice about finding suitable products is available [here](#).

65. Cleaning team

- which team members will form the 'hit squad'? i.e. actually carry out the cleaning
- train team members in safe cleaning procedures and re-enforce principles of social distancing [here](#)

66. Cleaning using fogging/ misting equipment

Equipment, which produces a disinfectant fog or mist, are available and accepted by the HSE to help control the spread of coronavirus. Their use most form part of your COVID-19 risk assessment. Users must be competent and properly trained.

You should discuss your requirements with manufacturers/suppliers and take into account:

- the size of the area to be treated, its shape and how easily it can be sealed off while delivering an airborne product
- whether there are hard or soft surfaces – soft furnishings may act as a 'sink' for the airborne chemicals and emit them
- for a period of time after treatment (remove items such as sofas before treatment)
- preventing unauthorised entry to areas being treated
- whether the area can be sealed when being treated and ventilated afterwards

Any equipment used to deliver the disinfectant by these means must comply with the relevant UK law (Supply of Machinery (Safety) Regulations)
Advice on using fogging or misting equipment is [here](#).

Personal Protective Equipment (PPE) for team members

67. The minimum PPE required to be worn for cleaning/ decontaminating accommodation is disposable gloves and a disposable apron. Team members should wash their hands thoroughly with soap and water after all PPE has been removed.
68. Park owners or managers should ensure that appropriate PPE is worn as necessary and the full cleaning process completed.

Cleaning

69. On entering, open as many doors and windows open as possible (weather dependent) to ventilate the unit.
70. Clear accommodation (into refuse sacks) of any personal items that remain: papers, personal items, food (checking fridge).
71. Cleaning and sanitising should be carried out on all frequently touched surfaces outside and inside.
72. Items to be cleaned include, but are not limited to door handles including cupboards, wardrobes etc.
 - door handles, but also push plates
 - light switches
 - remote controls
 - kitchen appliances
 - plug casings (switched off and done with care).
 - kitchen worktops, handles, taps, etc
 - thermostats
 - light switches
 - remote controls
 - hand rails
 - keys
 - floors
 - window sills and handles
 - hand rails
 - tables
 - chairs
 - bins
 - kitchen and bathroom walls
 - hairdryers, coat hangers
 - bathroom sanitary fittings
 - bathroom surfaces
 - taps, handles, shower doors etc.
73. Wash all crockery, pans and cutlery etc. supplied with the accommodation thoroughly; use a dishwasher if possible. Any chipped or cracked crockery should be disposed of.

Cleaning hard surfaces

74. Disposable cloths or paper roll and disposable mop heads should be used to clean and disinfect all hard surfaces.

75. To disinfect use either:

- a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine, **or**,
- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturers' instructions for dilution, application and contact times for all detergents and disinfectants, **or**,
- if an alternative disinfectant is used within the organisation, this should be checked to ensure that it is effective against enveloped viruses.

Cleaning soft surfaces

76. The disinfectant used may be suitable for use on soft furnishings. Alternatively, for example on upholstered furniture, soft furnishings and mattresses, steam cleaning may be used.

77. ***Team members should avoid creating splashes and spray when cleaning.***

78. ***Any cloths and mop heads must be disposed of after use; put into waste bags as outlined below.***

Dealing with waste from cleaning and disinfection

79. Waste from possible cases of coronavirus and cleaning of areas where possible cases have been (including disposable cloths, tissues, and face coverings if worn) should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. Waste should not be left unsupervised on the park awaiting collection.

80. Government guidance is provided here [COVID-19: cleaning in non-healthcare settings](#).

Follow up of employees involved in environmental cleaning and disinfection

81. For team members who have cleaned/ decontaminated accommodation where the occupant had a possible/ confirmed case of COVID-19, names and contact details of team members carrying out the work should be recorded by a designated person.

Outsourced cleaning

82. Parks owners should satisfy themselves that a suitable Risk Assessment has been carried out in consultation with the park. Contract cleaners must have a safe working method to adhere to that protects them, your staff and your customers.

83. The park should record all Risk Assessments and keep them readily available on file.

IN CASE OF EMERGENCY

84. Contacting park team/ management

- set up a dedicated coronavirus contact number(s) so that the park can be contacted by anyone wishing to report symptoms
- according to the size of your business, you may wish to provide to two separate numbers to help prioritise calls:
 - reception / administration
 - maintenance

85. Dealing with a confirmed or suspected case of coronavirus (COVID-19) on the park

- The incubation period of COVID-19 is thought to be between 2 to 14 days (it is believed to be an average of 5 days). This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have probably not been infected. Further guidance is in **Appendix 7**.

Reporting COVID-19 cases RIDDOR

Where an individual is exposed to coronavirus/ COVID-19 **at work** RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) requires it to be reported. This does not apply to incidents of disease or deaths of members of the public

For example, you should make a report under RIDDOR when:

- a person at work (a worker) has been diagnosed as having COVID-19 attributed to an occupational exposure to coronavirus. This must be reported as [a case of disease](#)
- a worker dies as a result of occupational exposure to coronavirus. This must be reported as [a work-related death due to exposure to a biological agent](#)

The HSE's detailed explanation about RIDDOR reporting of COVID-19 [here](#).

86. Customers with COVID-19 symptoms

Government guidance explains what should be done where someone has symptoms of COVID-19 [here](#).

See also [Appendix 7](#).

In summary, a symptomatic guest:

- should inform the accommodation provider
- immediately self-isolate where they are to minimise any risk of transmission
- request a test
- if confirmed to have COVID-19, should return home if they reasonably can, using private transport, but only driving themselves if they can do so safely
- if they cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

Other guests in the same accommodation should:

- self-isolate where they are
- If the diagnosis is confirmed, they should also return home for any remaining part of their 14-day isolation period, subject to being able to do so safely.

A consequence following from this guidance is that a letting unit may become unavailable for the next guests at short notice because the current guests are self-isolating there.

However, government guidance is not intended to cover every circumstance. Some holidaymakers, and perhaps caravan owners, who are unwell would wish to return home straight away. The guidance does not stop them from choosing to do so.

Your procedures should take account of the potential for such circumstances. The following may be helpful:

Information to park customers

- When you are preparing information for private owners and holidaymakers it will be important to include a 'what to do' section in case of suspected COVID-19 in advance information and during any booking or check-in process.
- Include, if appropriate, details of local testing facilities and that, where provided during a stay, accommodation cleaning services will be withdrawn.

Also consider:

- how to discuss the matter with the COVID-19 symptomatic guest, including next steps, at the earliest opportunity
- communicating the information that, if the guest cannot return home, they will be expected to pay all accommodation costs.

Park management

Consider:

- your procedure for cleaning contaminated accommodation and areas the infected person may have visited – see appendices 5, 6, 7 in this guidance
- alternative accommodation for subsequent customers should there be a consecutive booking. Parks unable to provide alternative accommodation may face claims for refunds and other compensation. Therefore, if there is a risk of no alternative accommodation being available on the park, consider arrangements with a nearby park or other accommodation business.
- telling customers their accommodation may need to be changed at short notice.

It is hoped that you will not have to deal with a case on the park but putting a plan in place 'just in case' will reassure customers, staff and yourself.

CONTINUOUS REVIEW

87. ***All measures should be kept under review, re-evaluated and revised as necessary in conjunction with the Risk Assessment, any changes to the law and government guidance.***

The full guidance can be viewed as a PDF [here](#)

APPENDICES

Appendix 1 - SOURCES OF INFORMATION

BH&HPA published guidance for members which explains the basic facts around coronavirus (COVID-19) which can be found [here](#)

[Appendix 2 - RISK ASSESSMENT TEMPLATES 2.1 – 2.3](#)

[Appendix 2.1 - RISK ASSESSMENT TEMPLATE - SAFE PARK REOPENING AND OPERATION](#)

[Word](#)

[PDF](#)

[Appendix 2.2 - RISK ASSESSMENT TEMPLATE - SAFE REOPENING & OPERATION OF DINING AREAS AND BARS](#)

[Word](#)

[PDF](#)

[Appendix 2.3 - RISK ASSESSMENT TEMPLATE - SAFE OPENING AND OPERATION OF CARAVAN SALES AREAS](#)

[Word](#)

[PDF](#)

[Appendix 3 - Wellness, mental health and supporting staff](#)

[Appendix 4 - GOVERNMENT ADVICE FOR ANYONE IN ANY SETTING.](#)

[Appendix 5 - CLEANING AND DISINFECTION OF CARAVAN ACCOMMODATION \(AND PUBLIC AREAS\) ON PARKS](#)

[Appendix 6 - COVID-19: CLEANING IN NON-HEALTHCARE SETTINGS](#)

[Appendix 7 - DEALING WITH A CONFIRMED OR SUSPECTED CASE OF CORONAVIRUS \(COVID-19\) ON THE PARK](#)

This is general guidance on general questions, as at the date of publishing. It does not deal with your specific circumstances or constitute professional advice. You should take into account the specific circumstances of your business. You also should take into account that things change. No representation or warranty (express or implied) is given as to the accuracy or completeness of the

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