

Covid 19 Update 22/06/2020

F.A.O Customers With or Hoping To Make Bookings

After examining the update announced by The Welsh Government on Friday the 19th June, and after much deliberation between ourselves and the directors we have come to the difficult decision that we will not be opening our camping field for the remainder of the season. Meaning we will not be able to honour any bookings made for hook up camping nor will we be able to take any other bookings for the remainder of the season.

We have also come to the decision we will be cancelling all bookings in our caravan hire fleet and will not be taking any new bookings, as we cannot guarantee that our resources will allow us to sufficiently manage and maintain our full hire fleet, and we are not willing to risk your health or ours, protecting these will always be our main priority.

We hope you can all appreciate the difficulty in this decision, the same way we appreciate the disappointment this must cause. However, after considering the health and wellbeing of our customers, the local community and our staff, we feel we must act responsibly. To do this we must try to limit the influx of people to the area for the short term and believe this will be the safest and most efficient way we can aid in doing so, we believe this to be the best decision in the long term.

We will be able to honour bookings currently made in our bungalows and lodges. We are confident our team will have sufficient time and resources to safely manage and maintain this reduced number of units/bookings. In addition, the outside space available with these units also gives us more confidence for you to be able to maintain a social distance from others while visiting the park. However, we will not be taking any new bookings for these units either.

We will also be able to honour bookings currently made for touring caravans made with us. We feel we are able to do this as they fit The Welsh Governments' definition of 'self-contained' accommodation. However, please be aware that the toilet/shower blocks will remain closed for the foreseeable future, the waste disposal point will remain open. For us to be able to honour your booking it is essential your touring caravan has a toilet , washing facilities (i.e a shower) and cooking facilities.

Facilities

Please be aware, for safety reasons a number of facilities will remain closed for the foreseeable future. These include;

- Toilets and shower block
- The playground
- The General Store (Site Shop): Glyn and Claire are uncertain whether they will reopen.
- The leisure complex: This will remain closed because we are not confident we would be able to ensure everyone's safety.

- The beach car park: This will remain closed to prevent people from attempting to camp there.

Some facilities will be open in some form. However, there will be changes and restrictions in place. These include;

- The Plaice Chip Shop and The Country Inn: These will both be open for takeaway orders only until we are told we can do otherwise.
- The Launderette: Will be open for limited hours to allow for additional cleaning, and will operate on a one person at a time policy. Further guidance and safety notices will be published down the park.

This will be our 'new normal' for the foreseeable future, we appreciate your understanding and patience at this time, this was an extremely difficult decision to come to for a number of reasons but we hope you understand that the safety of our customers, local community and staff is and will always remain our top priority.

On a positive note, we hope to start taking bookings for the 2021 season starting from the 6th of July 2020. We hope this will give us all something to look forward to.

We will be contacting everyone who has currently booked as soon as we can to discuss the next steps to be taken. However, there are still only limited staff in the office for the time being, so please be patient. We will be starting to work our way through the bookings as quickly as we can. Please take care and we look forward to the day we can welcome you all back safely.