



SILVER SANDS HOLIDAY PARK - GENERAL INFORMATION & SITE RULES (WITH COVID-19 MEASURES)

COVID-19 RESTRICTIONS IN FORCE

Our priority is to keep our staff and their families safe. If we become ill the site will have to close. Your safety is of paramount importance. Our ways of working have changed based on government guidance. We will do everything reasonably possible to make Silver Sands a safe place to holiday. Our guests will share this responsibility whilst on site.

- ❖ Please observe all Government Guidelines and keep the recommended **Distance Apart**.
- ❖ Please remember to follow Government Guidance regarding **Frequent Hand Washing** for 20 seconds using soap & water. **Social Distancing** & Good Personal Hygiene are the best ways to prevent and control the spread of the COVID 19 Virus.

WHAT TO DO IF YOU FEEL UNWELL

- ❖ Please inform reception (personally or phone us 01326 290631). If COVID 19 symptoms are evident holiday park staff will initiate action plan.
- ❖ If guest has contacted NHS 111 and is awaiting assistance, they should wait in their accommodation. If directed to self-isolate guests must return home to their main residence to do so.

If Guest has a new persistent cough or high temperature or other COVID-19 Symptom

- ❖ Please keep away from other holiday makers on site.
- ❖ Pack up & return home to self-isolate where you have your family or friends & your GP to support you.

Arrival and Departure	Arrival - Holiday Home: 17:00 – 18:30; Touring/Camping Pitch: 14:00 – 18:30 Departure - Holiday Home: 09:00; Touring/Camping Pitch: 10:00 Please leave the unit or pitch area in a clean and tidy condition just as you found it upon arrival.
Office Hours	The site office is opened daily 09:00 – 10:30 and 16:00 – 18:30 For emergencies please call 01326 290631 or 07955 004808 COVID-19 Restrictions Apply: Only one person at one time can be allowed inside. As the space is confined, wearing a Face Covering is recommended.
Shop Essentials Only	COVID-19 Restrictions Apply: Our small shop for essential supplies is closed. LPG & Camping Gaz are available as usual during office hours but we can only accept payment using debit cards. Mobile phone and personal item charging – We regret that we cannot provide this service at this time.
Mail	COVID-19 Restrictions Apply: We cannot accept mail or parcels for customers. Any mail or parcels that arrive will not be accepted. For urgent deliveries, please consider using an offsite drop off service provided by couriers such as DHL, UPS, Hermes, UK Mail or Yodel. You would then need to go to the relevant drop off centre to retrieve your parcel.
Information Hut	The information hut, located at the entrance of the Park, is for guides, maps etc with an ordinance survey map. COVID-19 Restrictions Apply: Please follow Government Guidelines for social distancing and only one person or one family at one time can be allowed inside.

Public Telephone	<p>The Public Payphone is located at the Holiday Park Reception by the door. It takes either 20p or 50p pieces only. This telephone does not accept incoming calls.</p> <p>COVID-19 Restrictions Apply: As the space in reception is confined, we recommend the use of a face covering. We also recommend that you wipe down the receiver handset with disinfectant gel (available by the phone) before and after use.</p> <p>For Emergencies, please contact reception.</p>
Play Areas	<p>COVID-19 Restrictions Apply: Government social distancing guidelines must be observed and children must maintain the recommended safety gap at all times.</p> <p>It is each parent's responsibility to monitor their own child's safety while using the play equipment and children at all play areas (Sandpit, Under 6 and 14 & Under) must be directly and visibly supervised by a parent or an adult at all times.</p> <p>Further to the above children playing anywhere on the park should be supervised by an adult to ensure that they do not, albeit, inadvertently, break government social distancing guidelines.</p> <p>Public Play areas close at 20:00, please retrieve your children and take them back to your accommodation or pitch to be together with your family unit.</p>
Games	<p>No ball and Frisbee games are allowed in the main field where the static caravans, touring caravans and motorhomes are sited/pitched. There is a ball game play area in the centre of the tent field.</p> <p>COVID-19 Restrictions Apply: Please follow Government Guidelines for social distancing. Separate family units can engage in safe play.</p>
BBQ Area	<p>COVID-19 Restrictions Apply: Closed</p>
Toilet/Shower Facility	<p>COVID-19 Restrictions Apply: Only 3 persons or one family group at a time can be allowed in each gender of the shower block. Please consider wearing Gloves & Face Covering and observe social distancing.</p> <p>Please use Hand Sanitizer provided outside the doors before entering the facility block.</p> <p>Children must be supervised at all times and parents must ensure toilets are left clean.</p> <p>Please DO NOT flush WET WIPES into the toilets to prevent our antique system from blockage.</p> <p>Please DO clean up after use for your fellow campers.</p> <p>The facility block will be closed from 11:30 till 13:00 for daily deep clean. The family bathroom will remain open for guest use during this time.</p> <p>Daily cleaning frequency will be increased during COVID-19. During these cleaning sessions, the facility block will be temporarily closed for 10-15 minutes.</p>
Wash Up Area	<p>COVID-19 Restrictions Apply: Only 2 persons or one family group at a time can be allowed inside.</p> <p>Please consider wearing Gloves & Face Covering and observe social distancing.</p> <p>Please remove any debris from the sink and wipe down the area after use as a courtesy to your fellow campers.</p> <p>Freezers are for ice packs only. Please ensure to sanitize the packs before placing in the freezers.</p> <p>Fridges are not provided at this time due to the risk of COVID 19 transmission.</p>
Laundrette	<p>The laundrette opens daily. Please use only Non Biological washing powder/liquid for machine and hand washing. The septic tank smells when the wrong chemicals are used.</p> <p>COVID-19 Restrictions Apply: Only one person or one family at a time can be allowed inside.</p> <p>Due to COVID-19 restrictions we cannot supply washing sachets. You must bring your own.</p>
Chemical Disposal	<p>This is positioned to the rear of the Gents Shower Block.</p> <p>COVID-19 Restrictions Apply: Only one person at a time can be allowed to use this facility.</p> <p>Using Face Covering and Gloves are recommended.</p> <p>No wet wipes to be flushed as these will block the drains.</p> <p>Please wash the area down with Disinfectant provided after use.</p> <p>Hand sanitizing gel and hand soap are provided.</p>
Waste & Recycling	<p>COVID-19 Restrictions Apply: Only one person at a time can be allowed to use this facility.</p> <p>Please consider wearing Gloves & Face Covering.</p> <p>Please use hand sanitizer which is provided at each recycling point.</p> <p>We currently operate a recycling scheme which is located by each waste point.</p> <p>Green bins are for general food waste. Please put in plastic bin bags before being placed in the bins.</p>

	<p>Black bins are for glass bottles only.</p> <p>Blue bins are for paper, card, plastic packaging, clean tins and cans (Strictly no plastic carrier bags, bin bags or plastic films)</p> <p>Items such as:- tents, tables, chairs, old bbqs, air beds etc should either be taken home with you or taken to the local household waste recycling centre (TR13 0QA) located behind Sainsbury's in Helston.</p>
Dogs	<p>Dogs must <i>be</i> kept on a lead at ALL TIMES whilst on the park.</p> <p>Please do not allow your dog to foul the park or cause a nuisance to others.</p> <p>DO NOT LEAVE YOUR PET(S) UNATTENDED AT ANY TIME AT SILVER SANDS.</p> <p>A dog exercising area has been set aside (see map) in the far field.</p> <p>PLEASE REMEMBER TO CLEAR UP AFTER YOUR DOG.</p>
Visitors	<p>COVID-19 Restrictions Apply:</p> <p>No outside visitors are allowed on the park.</p>
TV/Mobile Reception	<p>Both TV and mobile phone reception is often poor as it is a weak signal area. We have not and cannot verify TV signal achievable from individual pitches due to the time required and various types of equipment that people use. Please see TV guideline link:</p> <p>https://www.silversandsholidaypark.co.uk/facilities</p>
WiFi	<p>Club Wifi is available on main field and in the tent field. Some natural or manmade obstructions may affect signal quality on certain pitches. Charge applicable.</p>
EV & Hybrid Vehicles	<p>Vehicle Charging – NOT PERMITTED. It is not permitted to charge electrically powered or hybrid vehicles from any of the sites' electric points & hook ups or electric sockets in any accommodation. Electricity is provided only for use while on the park and for charging small personal items such as mobile phones or computers. Electricity supply for use as 'Road Fuel' is not included in any tariff for any pitch type or accommodation.</p>
Garages /Petrol Stations	<p>Coverack - Zoar Garage-TR12 6RJ (01326 280 235)</p> <p>Lizard - Kynance Garage TR12 7AS (01326 290368)</p> <p>Helston - Sainsburys, Tesco and other garages.</p>
Shops/Pubs/ Restaurants, etc.	<p>COVID-19 Restrictions Apply:</p> <p>Please contact the business provider directly for current status.</p> <p>Sea View Bar – 20:00 – midnight daily.</p> <p>Kuggar Pottery, Cafe, Bar. Take-away. Shop and Restaurant at Sea Acres Holiday Park</p> <p>Ruan Minor Post Office, Spar shop, Greengrocer</p> <p>Mullion Chemist, Post Office, PO, Spar & Cost Cutter</p> <p>Lizard Village Butcher, Grocery and others, Fish & Chip takeaway Pubs & Restaurants</p> <p>Coverack Fish & Chip takeaway, Pubs & Restaurants, Roskilly's</p> <p>Cadgwith Fish Market, Pubs & Gift Shops.</p> <p>Helston Chemist, Sainsbury, Tesco's, Lidl and also variety of restaurants and take-aways.</p>

Thank you for your co-operation. We hope you enjoy your holiday at Silver Sands.

