

## Guest rules and expectations

We have a duty of care to all our staff and visitors; please read and adhere to our rules and guidelines while visiting Avon Tyrrell. As a result of COVID-19 new processes have been implemented following government and industry advice and we ask that you work with us to ensure all visitors can safely enjoy the site.

### PLEASE NOTE

Due to changing government restrictions and guidelines, some of these rules may be relaxed or tightened. We ask that you respect the current government rules in place at the time of your visit.

If guests do not adhere to these rules, they will be asked to leave the site without refund.

#### General

- If you, or any of your group are not feeling well, please do not visit. You should only come when everyone is well and as an additional precaution where you are able to, we ask that you take your temperature before travelling and if the temperature of anyone in your party is too high, please do not travel.
- If possible, we would ask guests to wear a mask in communal indoor spaces.
- Sanitiser will be available across the site for your use, but we strongly advocate that you bring your own personal supply for times/locations when a sink is not readily available.
- When on site, please avoid sharing facilities or equipment with those that do not live in your household or form part of your support bubble.
- Wash your hands frequently with soap and water for at least 20 seconds throughout your visit (or apply hand sanitiser as an alternative) and always wash your hands after coughing, sneezing, before eating, after toilet use and when they are visibly dirty.
- Ensure you always follow social distancing guidelines including in and around camp areas (minimum 1m+ but ideally 2m) and follow guidelines from staff where provided.
- Please do not allow young children to wander around the site without an adult.
- Please respect other guests and keep noise to a minimum. We enforce a quiet time from 23:00-07:00.
- Know where your nearest fire assembly point is – these are located on the map provided.
- All rubbish/recycling should be disposed of in the skips/bins provided around site.
- If you or your group cause damage to Avon Tyrrell property, the named person responsible for the group will be invoiced.
- Dogs must be kept on a lead and are only allowed in designated areas, note the main field is a dog free zone.
- Please abide by all out of bounds signs and do not enter areas of restricted access. Ensure you are aware of all hazards on site and take necessary precautions to ensure the safety of your group.
- Please make sure valuables are always secure. Avon Tyrrell cannot take responsibility for items lost or stolen.

#### Camping

- Open fires are NOT permitted on site except for the designated campfire area which must be hired out. Communal fire pits are available and must be shared with other guests safely. BBQ's must be raised off the ground and properly extinguished after use.

- Please ensure you pitch tents at least 6 metres away from neighbouring groups and at least 3 metres from other tents in your group.
- If you have an electric hook up booked, please pitch in the allocated hook up space. You will be asked to move if you pitch in the wrong location.
- Respect others and do not wander through other people's camping areas.
- Do not play loud music at any time and please be cautious of language used – this is a family campsite.
- Campers must display their tent tag throughout their stay.

### Facility Blocks

- We have enhanced our cleaning protocols following government advice and apologise in advance if you experience any delays or inconvenience as a result of these procedures.
- When using the showers, please restrict your time to 5 minutes maximum to allow more people to access the facilities.
- Please help us keep the blocks clean by clearing up after yourself. If possible, please bring your own cloth and wipe down the shower cubicle after use and put any empty bottles/rubbish in the bins provided.
- All campers are welcome to bring onsite their own toilet facilities, please let us know on check in so we can advise you of the local of our chemical disposal points.

### Lodges

- Accommodation is sold with a maximum upper limit of occupants; the booking lead must ensure maximum numbers are not exceeded.
- You should only use the social space outside of accommodation.
- Do not allow any guests other than those from your household/support bubble into your accommodation.
- Departure of all accommodation is 10am, please carefully follow our departure guidelines below and ensure you allow ample time to complete these requests.
- Our Lodges now undergo a 2-step deep cleaning and disinfecting process between use, so on departure, please help us with the following;
  - Remove all bedding and place in the bags provided.
  - Bag up any rubbish and take to the rubbish and recycling centre over by the café.
  - Open all windows in the lodge for ventilation before locking up
  - Ensure washing up has been done.

### Activities

- At ALL activities, you will be asked to apply hand sanitiser before and after your activity and supplies will be provided for this. If you have any allergies, it is advisable that you bring your own.
- If cycling on site, you must always wear a helmet and only cycle on the designated tracks.
- Our instructors will be practicing social distancing during activities when advised under government guidance, for elements where this is not possible (harnesses and buoyancy aid fitting) extra precautions will be taken i.e. use of additional PPE. If you have any questions or concerns over this, please ask at the time of booking to ensure you are comfortable with how we will be managing your safety.

Should you experience any problems during your stay, please report them immediately to Reception.

Out of hours, for any emergencies please contact our On-Call support staff on **07743559344**.

**Please be aware that if you are not able to follow these rules, you will be asked to leave the site without a refund.**