

COVID-19 Arrival Procedure

During the COVID situation, our arrival procedure has changed to ensure the safety of all guests and team members.

On arrival, pull to the front of the layby on the left of the driveway.

Please do not leave your vehicle.

Call reception from your car on **01275 332 127** to let us know you've arrived.

A member of the team will come to the driveway to check you in from a socially safe distance.

If you have a motorhome, you will then be shown to your pitch.

If you have a caravan, we will be unhitch your van in the layby, then you can wait in the car park while a member of team then pitches & levels your caravan. You should follow your van at a safe distance in your vehicle, then park on the road in front of your van when it is sited. Please do not leave your vehicle until the team member has left.



Bath Chew Valley Caravan Park

www.bathchewvalley.co.uk

Safe Social Distance Holidaying at Bath Chew Valley Caravan Park

A very warm welcome to our park, we do hope that you will enjoy your stay.

Signage

Please observe the instructions on our signage, to meet Covid regulations & ensure the safety of guests & team members.

Distancing

Guests must maintain the government stated minimum distance from other guest parties and team members at all times. Including inside vans & awnings

Reception

Reception can normally be contacted between 9am & 5pm, but the building is closed to guests during the Covid situation.

Team members can be contacted by calling **01275 332 127** or using the 'Help Point' outside reception during office hours.

Tourist Information

The information room is closed to guests during the Covid situation, but all the information on the park, a wide range of local attractions, and current local events is available for free on our wifi.

Search for "Bath Chew Valley Public" & connect, then visit **wifi-login.co.uk** & either view this page, or follow the instructions to buy a voucher

for full internet access.

Cleaning & Disinfecting

All park facilities indoors & out are being cleaned more often during the Covid situation. Disinfectant sprays and hand sanitiser are available in public areas for guests.

Visitors

During the Covid situation, guests may not have any visitors on the park.

Essential Supplies

Calor gas, postcards & site plaques, together with some essential accessories, are available from reception.

If You Become Ill During Your Stay

If you begin to display Covid symptoms during your stay, please self-isolate within your van and call reception on 01275 332 127 at any time. We will then give you further instructions.

Facilities & Equipment Around the Park

We do our best to maintain the park in pristine condition for your enjoyment. So if you encounter any difficulties with our equipment or facilities during your stay, please let a team member know so that we resolve the problem as quickly as possible.

Parking

Because the park is close to Chew Valley Lake, the grassed areas are frequently very soft so to help us to maintain the standard of the park we do not allow vehicles on to the grassed areas at any time. Please leave your car on the road in front of your pitch whenever you wish to load, unload, or simply collect someone from your van. This helps us to keep the pitch in good order for the next visitor.

Barrier

For your safety please do not pause under the barrier or follow another vehicle through as the barrier may close on you.

Do not give out the barrier security code to anyone who is not a guest on the park.

One Way System

A mandatory one way system operates when leaving the park. All vehicles must turn left at the end of the site driveway (where there is an enforceable "no right turn" sign) and

continue to the junction where a right turn will bring you to the main A368.

Village Shop & Post Office

The village store and Post Office are open from 8 to 8 every day. All your essential requirements are here including daily newspapers.

Simply return to the main road in the village and turn left for the village store and Post Office. You can also turn right & walk to other at the other end of the village.

Payphone

Available 24/7 by reception. During the Covid situation, this is for emergency use only.

Awnings, Groundsheets & Windbreaks

Awnings and windbreaks may only be used on the gravelled area of your pitch; please do not enclose the grassed areas, but ground cover is fine on the hard standing area.

Barbeques

Barbeques are permitted on this site, but the unit must be at least 24" above the ground. Please wait for the ashes to cool before disposing in the bins provided.

Dogs

Dogs are welcome on the park but must be kept on a lead at all times. A dog walk has been provided for exercising with bags & bins for waste material.

Dogs are not permitted in the woodland walk area.

All pet waste must be cleared up by the owner. For hygiene reasons, pet waste should not be disposed of in the general refuse bins.

Pet food is available from the village shop, together with toys for them to enjoy; we keep a small emergency supply of pet food & bowls in reception.

Whilst we hope that your pet's trip is trouble free there is a Veterinary Surgery at Highcroft Vets, 615 Wells Rd, Bristol, BS14 9BE, 01275 832 410. There is a vet at this surgery 24 hours per day & it is 8 miles from the park.

Emergency

To contact the warden when reception is closed, follow the instructions on the 'help point' outside reception or call 01275 332 127 from your van.

Local emergency numbers are posted by the payphone.

Full Service Pitches

The drain on these pitches is for grey waste only, chemical toilets must not be emptied or cleaned using these drains and taps.

In order to conserve water, please remember to turn the tap to your water container off the day before you are due to leave, otherwise you have to pour a full container of water away as you leave.

Internet & WiFi

You can use your own device to access information on the park & local attractions, by logging on to our wifi network.

Search for "Bath Chew Valley Public" & connect, then visit wifi-login.co.uk. Either follow the link to the free information or follow the instructions to buy a voucher for full internet access.

If you have need any help with Wi-Fi, try the guides at wifi-login.co.uk or call the Camping Connect helpline on 01792 277 230.

Laundry (if available)

The laundrette facility is located in the utility room.

Refuse & Recycling

We point out that we can only accept normal domestic waste;

broken chairs, tables and similar items are not accepted.

Toilets & Showers (if available)

Our facilities benefit from private shower rooms, each with a sink, shower and loo, one unit has been prepared for disabled visitors, but remains available for all to use, a ramp is available on request.

The doors have indicators which show red on top when they are locked.

Utility Room (if available)

The room has sinks for dish and clothes washing, an iron & ironing board, and a freezer for guest use.

Water & Waste

As all water is metered, the washing of caravans is strictly prohibited.

Please let reception know if you would like any assistance with the filling or emptying of your water & waste containers.

The chemical disposal point is located adjacent to the utility room. Assistance is available on request.

Departure

Departures are usually between 9am & 11am. When you are ready please call 01275 332 127, as the Covid regulations require us to confirm with all guests that they have not experienced any Covid symptoms during their stay.

When leaving, we move all caravans to the car park & hitch them to your car.

Bath Chew Valley Caravan Park Welcomes Dogs

Responsible behaviour on site

- Please keep your dog on a lead at all times while on site, including in designated dog walk areas. Leads should be no longer than 2 metres (6 feet).

- Do not let your dog foul the pitch or the site in any way. Should this be unavoidable, or when using the dog walk, please clean up afterwards using a dog bag and place the waste into one of the dog bins located at either end of the dog walk.

- Keep your dog secured on your pitch whilst you are there, with a lead or tether no longer than 2 metres (6 feet), to ensure it cannot stray on to adjacent pitches, into the road, or inconvenience other people.

- Please avoid leaving your dog alone in your car, outfit, awning or tent at any time, especially on hot days when temperatures can quickly build up and become extremely dangerous or even fatal for animals.

- Ensure your dog has access to shade and water at all times.

- Do not leave your dog unattended on site whilst you are out.

- Make sure your dog does not disturb others by discouraging barking and other forms of anti-social canine behaviour. Be aware that not everyone else is as fond of your dog as you are, so please make sure it does not pester or jump up at people.

- Do not take your dog to the toilet blocks, laundry rooms, dishwashing or vegetable preparation areas, or reception and the information room. Only assistance dogs (guide dogs and hearing dogs) are permitted in these areas.

- Please remember that these are the Club's rules, not just ours.

Local pubs and restaurants

- Well behaved dogs are welcome in the bar area of the Red Lion in Bishop Sutton, which is just a 250mtr walk from the park.

- Dogs are also welcome in many of the other local eateries. Full details can be

found in our '10 pubs in 10 minutes' guide, available on our website.

Travelling with your dog

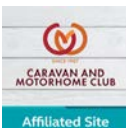
- Dogs are welcome on most local and park & ride buses, at the drivers discretion.

- There are a number of local & dog friendly walks available on our website.

Exploring the local area

- Never let your dog out of your sight when on a walk, and ensure it is trained to come back immediately when called.

- Be sensitive to notices in the countryside requesting your dog be kept on a lead at certain times or when around certain animals. Please also respect signs asking you to keep your dog away from certain areas. Dogs do not have to be put on a lead on public footpaths, although it is recommended they are if their obedience cannot be relied upon. In open countryside, the law requires dogs to be kept on a lead of no more than 2 metres between 1 March - 31 July, and at all times near farm animals.



Ham Lane, Bishop Sutton, Bath & North East Somerset, BS39 5TZ
Tel: 01275 332 127 Email: enquiries@bathchewvalley.co.uk

Emergency

To contact the warden when reception is closed, follow the instructions on the 'help point' outside reception or enter the payphone kiosk and dial 332 127. This is a free call.

