



Restrictions When Public Camping Permitted

Bookings

As of 20/01/2021, you can only have 1 household, including a bubble, per pitch.

Due to the COVID-19 outbreak, customers can amend their dates free of charge for all stays until the government restrictions are lifted.

Booking payments

All payments for staying at Walesby Forest must be made at the time of booking.

If your booking must be cancelled because of a continuation or change in government policy, then you will be offered the choice of a full refund or the opportunity to move your booking later in the year.

On arrival

Reception is closed due to restrictions imposed by the coronavirus outbreak.

Please pull up next to the main office on arrival but remain in your vehicle. A member of the team will meet and greet you with a pack of information giving details of the site, and you will be shown to your lodge or pitch.

If you arrive after 5 pm please contact the duty manager on **07950 614847** and a member of the team will be along shortly to meet you.

Common areas

Protective masks must be worn at all times in common areas.

On-site purchases

We are trying to keep the use of cash to a minimum and ask that whenever possible you use contactless payment.

Lodges

The bedroom doors on the lodges will have a taped seal on arrival. Please only open those bedrooms you intend to use to maintain the health and hygiene of the building.

Bedding

Guests must bring their own duvets, pillows, sheets and towels when staying in rental accommodation. You will not be allowed to stay if you do not bring these items.

Dogs

If you are bringing a dog(s) to the site then we ask that you keep it under control at all times and be respectful to those about you. When your dog goes to the toilet please clean up any mess and use the bins provided. If you would like to walk your dog on site then it must be on a lead. If you are staying in a lodge then please do not allow dogs in the bedrooms.

Toilet facilities

If you have been allocated a toilet block for your use whilst staying at Walesby Forest it is for your sole use only.

There are **NO** general public toilets on-site at all.

Friends

Your booking at Walesby Forest is for your party only. No friends will be allowed to come onto the site and visit other groups.

Barbecues

Off the floor barbecues only can be used on-site to eliminate the risk of fires.

Activities

The swimming pool and other activities are closed due to restrictions imposed by the coronavirus outbreak.

On-site food

All onsite food and drink establishments are closed due to restrictions imposed by the coronavirus outbreak.

Bar

The bar facilities are closed due to restrictions imposed by the coronavirus outbreak.

Wi-Fi

Customer wi-fi is available in the bar area. A password is available on request.

Track and trace

We must hold your names and telephone numbers on file for 14 days after departure in case anybody develops symptoms that were on the site at the same time as you. After 14-days your details will be destroyed following GDPR guidelines.

Covid-19 symptoms

If you develop covid-19 symptoms whilst on-site you and your party must leave Walesby Forest immediately. No refund will be given in such circumstances.

Departures

All pitches and lodges must be vacated by 11am in the morning. Please leave your pitch or lodge clean and tidy as you would hope to receive it. Lodge keys can be posted through the reception envelope hatch on departure.