

**bluestone**  
*national park resort*

# COVID GUEST CHARTER

*Feel Safe, Stay Safe*



# "FEEL SAFE, STAY SAFE AT BLUESTONE"

## Introduction

Bluestone is a place where loved ones reconnect; where people smile, laugh and enjoy endless free-range fun in natural open spaces.

We know that life has been very difficult over the past few months and our heart goes out to all of those who have been personally impacted by the effects of COVID-19 ("Coronavirus"). We appreciate that perhaps some of the things we had previously taken for granted have changed and it has been necessary for all of us to adapt to a new normal in many of the things that we do, in order to help prevent the spread of Coronavirus.

At Bluestone, we pride ourselves with being a responsible and attentive business; always looking and listening for ways to improve what we do and operating in a safe and secure way at all times. Although the current crisis is unlike anything we have dealt with before, we want to assure you that we have carefully reviewed and adapted many of our business operations and activities. We have implemented changes to help minimise the spread of Coronavirus at our resort as much as possible, whilst endeavouring to protect the Bluestone experience that you have grown to know and love.

This Charter is a commitment to you, our guests, that we will operate responsibly and in line with all available guidance and best practice to help minimise the risk of the spread of Coronavirus. We will do our utmost to make our resort as clean, safe and secure as possible through the introduction of precautions; such as new cleaning protocols, adjusting of some of our activities and product offerings, amending processes and updating staff training to promote social distancing.

We want you to feel confident and reassured that appropriate and reasonable measures have been put in place so that you can have a truly enjoyable holiday. Many of the adjustments will not be obvious, but what you will notice is:

- Introduction of social distancing and spacing standards.
- Increased cleaning and disinfecting.
- Additional signage and screening.
- Increased cashless/automated transaction.
- Staff wearing PPE where appropriate.

What you think really is important to us and we have conducted a number of guest surveys to ensure that we have addressed the things that matter most to you. We will continue to seek feedback on the measures we have implemented for your safety and comfort.

***We are all in this together and therefore we also ask that you, our guests, make a commitment to us that you will also follow the guidance in this Charter to assist in minimising the risk of the spread of Coronavirus.***

To protect the safety of yourselves, all guests and our staff on the resort, failure to comply with this Charter may require you and/or any member of your party to leave the resort immediately. No refunds or compensation will be given in these circumstances.

We look forward to seeing your smiles, hearing your laughter and giving you the freedom to explore our family-friendly resort so that you and your loved ones can make wonderful new memories to treasure.

# **GUEST CHARTER: WORKING TOGETHER**

## **Our Commitment to You**

### **We have implemented the following measures:**

- Introduction of social distancing and spacing standards in line with guidance and best practice.
- Significant increase in our cleaning and disinfecting regimes within the lodges and across the entire resort.
- Your lodge will be hygiene tagged to give you confidence that the highest cleaning standards have been applied.
- Additional signage and screening across resort.
- Introduction of automated/non contact transactions.
- Extensive training for all team members on new protocols and safe ways of working.
- All team members are equipped to listen to any concerns that you have and take appropriate action to put you at ease.
- Risk assessments and adjustments have been made across the resort to minimise the risk of the spread of coronavirus as far as is reasonably possible.
- We will work to do all that we can to ensure that you have a fantastic break, working to make you smile, laugh and enjoy endless free-range fun in natural open spaces.

## **Your Commitment to Bluestone**

### **What we ask you to do:**

- Do not come to Bluestone if you or anyone who you live with are displaying symptoms of coronavirus. (See our coronavirus booking guarantee for terms which apply in these circumstances).
- For you and your family members to adhere to social distancing, the guidance in this charter and all coronavirus related procedures whilst on resort.
- Wash hands and/or use hand sanitiser frequently.
- Co-operate with instructions given and be considerate of the comfort of other guests at all times.
- Where pre-booking is necessary for leisure activities and food offerings, we would ask that you arrive on time to support social distancing.
- When exploring pembrokeshire, continue to observe social distancing and hand hygiene practices for the safety of yourself and the community.
- If you require medical assistance or advice during your stay, let us know as soon as possible so that we can help.
- We hope that you will welcome and be understanding of the changes that we are implementing.
- Have a fantastic holiday, with lots of free-range fun.

**OUR TEAM WILL ALWAYS WELCOME YOU WITH A GENUINE SMILE, BUT WILL NOT OFFER A HANDSHAKE OR HIGH FIVE – WE HOPE YOU UNDERSTAND!**

# OUR COMMITMENT TO YOU

***As well as working to ensure you have a wonderful break, full of endless free-range fun, our commitment includes:***

## **Our Lodges**

- All lodges will be hygiene tagged following a rigorous clean.
- The housekeeping team, wearing ppe will thoroughly clean each lodge, paying close attention to all touch points such as doors and handles, bathrooms, showers, as well as bed side tables, seating, dining tables and chairs.
- All inside surfaces including floors, curtains, upholstery and mattresses will be cleaned with disinfectant spray which is aimed at minimising the presence of bacteria.
- Bed linen and towels will be washed at high temperature and pillows and duvets will be treated with disinfectant spray.
- Cooking utensils, crockery and cutlery will be washed in a dishwasher at high temperature.
- If symptoms of Coronavirus are reported by a guest while on holiday, their lodge will be left for at least 72 hours and deep cleaned before next use in accordance with Government and industry guidance.
- More hand sanitizer and hand wash stations will be available across resort.
- Card payment is to be used at all times.
- Perspex screens will shield our guests and team members at arrivals, in shops and booking offices where social distancing is not possible.

## **Our Restaurants, Bars & Shops**

- A range of new options have been introduced, including take away service, delivery of 'in lodge dining' and welcome food hampers.
- We have adjusted our seating areas within our bars and restaurants to enable social distancing.
- Screening has been introduced where this is deemed necessary to meet guidelines.
- Pre-booking has been introduced for sit down restaurants.
- Entrance restrictions and queue management measures are in place, together with floor markings and physical indicators.
- Card payment is to be used at all times.
- Enhanced cleaning and disinfecting protocols have been implemented.

## **Our Communal Areas**

- Surfaces and high use touch points will be regularly cleaned and disinfected throughout the day.
- The number of guests permitted in confined areas will be limited.
- Floor markings will help guests to observe 2m social distancing guidelines.
- New signage is in place to encourage social distancing and regular hand washing.

## Activities & Leisure Facilities

- All activities and leisure facilities have had an individual risk assessment conducted and appropriate adjustments have been made for the safety of our guests and team members.
- Numbers permitted for each activity and venue are within the safe guidelines of social distancing.
- Pre-booking is necessary for leisure activities to manage capacity.
- Additional hygiene stations and dispensers have been introduced across the resort.
- All measures have been trialed to assist in maximising the safety and seamless guest experience.

## Our Team

- Training has been delivered to all team members on new protocols and ways of working.
- Our team members will not report to work if they display symptoms of coronavirus.
- We have increased the wellbeing support for our team members and their fitness to work will be reviewed regularly to protect their welfare and that of our guests.
- Our team will exercise social distancing practices and where required will always have appropriate equipment to protect themselves and the health of our guests, such as masks, gloves and hand gels.
- Our team will regularly wash their hands and observe good hygiene practices.
- Our team will listen to any concerns that you have and do their utmost to take appropriate action to put you at ease.
- Our team will always welcome guests with a genuine smile, but will not offer a handshake or a high five – we hope you understand!

## Our Procedures

- All procedures have been reviewed as part of the risk assessment process and in line with guidance.
- To reduce the amount of time at arrival check in, guests are now required to complete a pre-arrival registration. This will include some 'must do' actions as well as an opportunity to take part in a "virtual area" briefing.
- Guests can arrange a pre-arrival call from one of our guest services team to ensure they have all of the information needed to prepare for their stay.
- Signage and posters are on display across the resort to assist the guest journey and adherence to safety protocols.
- We will communicate regularly with our guests on changes made and our team members are available to answer any questions.
- Single use disposable items will be used where necessary (sustainable alternatives kept wherever possible).

# YOUR COMMITMENT

## What We Ask of Our Guests

- You must not come to Bluestone if you or anyone you live with are displaying symptoms of Coronavirus. See our Coronavirus Booking Guarantee on our website for terms which apply in these circumstances.
- Whilst on resort you and your family members are asked to adhere to social distancing, the guidance in this charter and all coronavirus related procedures that have been put in place to maximise the safety of all guests and Bluestone team members.
- The advice on social distancing measures applies to everyone. You should minimise opportunities for coronavirus to spread by maintaining a distance of 2 metres between individuals, wherever possible.
- All guests share responsibility. You must take care of your own health and safety and that of others, observing all applicable safety rules.
- You are asked to adhere to the instructions that you are given and to be considerate of the comfort of other guests and staff at all times.
- If you notice that any Bluestone team member, guests or others at the resort are experiencing symptoms of coronavirus, you must notify us immediately. Any such reports will be treated confidentially.
- You are required to arrive on time for pre-booked sessions to enable social distancing.
- If you are intending to enter a communal area and it appears that it will be difficult to maintain a distance of 2 metres between individuals, wherever possible you should avoid entering the communal area.
- You are asked to wash your hands and/or use hand sanitiser as directed by our team members on entry to restaurants facilities and activities.
- Before your departure, you are required to take your rubbish to the rubbish compounds.
- ***If you require medical assistance or advice during your stay, you can contact 01834 891546.***
- Emergency contact numbers are available in all lodges.
- When leaving the resort to explore pembrokeshire, please continue to observe social distancing and good hand hygiene practices for the safety of yourself and the community.
- Have a wonderful and enjoyable holiday!

## **IMPORTANT NOTICE**

Whilst we are committed to ensuring the health and safety of guests, staff and anyone visiting Bluestone, and are taking significant steps to minimise the risks of Coronavirus, unfortunately due to the community nature of the virus and its transmission we are unable to guarantee that all risks associated with it will be removed as a result of such steps.

This Charter is not intended to, nor does it create, any legally binding obligations on us but is intended to give you information only as to what we can both do together to help in minimising the spread of the Coronavirus.

