

Welcome back

As travel restrictions have been lifted across the state of NSW from the 1st of June 2020, we are excited to welcome you back to your favourite Holiday Haven park. Our teams are continuing to monitor the Novel Coronavirus (COVID-19) updates released from the World Health Organisation and NSW Department of Health, and will continue to respond based on the best advice provided.

To ensure the safety of all guests, staff, and the community Holiday Haven will introduce new rules and guidelines across all Holiday Haven parks effective from the 1st June 2020. These changes will include:



Pre-arrival medical form

All guests will be required to complete and return a signed copy of a pre-arrival form before visiting a Holiday Haven park. You will receive your form via email 3 days prior to your arrival date, the form will include questions outlining recent travel history and basic health information.



Express check-in

To assist with social distancing between staff and guests, an express check-in process has been implemented across all parks. Guests will receive an email with their boom gate code and park map 24 hours prior to check-in. On arrival, guests will be able to proceed directly to their site or cabin, keys will be left in cabins for guests.



Cleaning procedures

While we pride ourselves on maintaining high standards of cleaning year round, we have implemented additional procedures, including regular cleaning of high touch surfaces.



Social distancing

As per health advice you are required to keep a distance of 1.5 metres between yourself and others within the park.



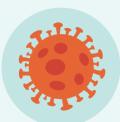
Communal facilities

Communal amenities and recreation facilities will be restricted in order to meet physical distancing requirements. Signage will be placed around the park outlining the number of persons allowed on or inside a facility at any given time. If the facility is at capacity we ask that you wait outside and practice social distancing.



Group Gatherings

Outdoor gatherings in the park will be restricted to a maximum of 10 guests at a time, physical distancing should be practiced.



Staff Training

All Holiday Haven staff will complete the COVID-19 infection control training prior to the reopening of our parks on the 1st June 2020.



Day Visitors

To ensure the safety of our staff and guests it is a requirement that all day visitors to the park register at reception prior to entering the property.

Guests who choose not to follow the above rules, or refuse to cooperate with park management and staff may be asked to leave the property.

Coronavirus (COVID-19) Information



What is COVID-19?

Coronaviruses are a large family of viruses that cause respiratory infections. Symptoms include fever, coughing, a sore throat and shortness of breath. The virus can spread from person to person, but good hygiene can prevent infection.



Help prevent the spread

You can do your bit to help prevent the spread of COVID-19 and ensure your own safety by following the below information:

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitiser with at least 70% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your nose and mouth with a tissue when you cough or sneeze, throw used tissues in the bin and clean your hands with soap and water or sanitiser. If you don't have a tissue, sneeze or cough into a flexed elbow.
- Clean and disinfect frequently touched surfaces each day.
- Stay home if you are sick and don't expose others. If you are unwell with flu-like symptoms, contact park management and change your booking.
- Do not shake hands, hug or kiss as a greeting.
- Keep a distance of 1.5 metres between yourself and other people.
- Visit shops sparingly, buy food online where possible and consider delivery or take-away.
- Use debit and credit cards instead of cash where possible and make use of online and self-serve transactions.



During your stay

If you become unwell during your stay, please ensure you complete the following:

- Immediately seek medical advice, contact your General Practitioner or the national Coronavirus hotline on 1800 020 080.
- Contact reception and notify park management on your condition.
- If you are required to complete a COVID-19 test, you can find the closest local testing facility at www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics
- Cabin guests may remain in the park whilst awaiting the result, however must self-isolate in your cabin. Camping guests may be required to leave the park and isolate at home.
- Once the results are received please notify park management immediately.
- If your test result is positive please notify management and leave the property immediately, do not make contact with any other guests or staff on departure.