Welcome Back!

After much anticipation the NSW Government Public Health Orders have been released, which have outlined the conditions of which Caravan Parks and Camping Grounds in NSW may reopen. Holiday Haven are excited to welcome back all our valued guests when they are permitted to travel under these Public Health Orders.

The parks can reopen to guests in two stages which have been outlined below. Please read these conditions carefully as they are based on the Public Health Order set by our Government and breaching them can result in penalties and fines from the police.

**Stage 1 - At 70% Vaccination Rate** – Monday 11th October

Fully vaccinated\* residents and those with a vaccination medical exemption from Regional NSW will be permitted to travel only in Regional NSW. This means from Monday 11th October our guests from Regional NSW, who are eligible to travel, will be able to return to our parks. Residents from Greater Sydney\*\* are not permitted to travel to Regional NSW at this stage.

*\*Fully vaccinated refers to persons over the age of 16 who have received 2 doses of vaccine and hold a vaccination certificate.*

*\*\*Greater Sydney includes Blue Mountains, Central Coast, Blue Mountains, Wollongong and Shellharbour Local Government Areas.*

**Stage 2 - At 80% Vaccination Rate** – Date to be confirmed

Fully vaccinated\* residents and those with a vaccination medical exemption from Regional NSW and Greater Sydney will be permitted to travel across NSW at 80% fully vaccinated. This means that on the Monday after the state reaches 80% fully vaccinated, all holiday van owners, who are fully vaccinated, will be able to travel to our parks and stay in their holiday van.

The date for 80% vaccination has yet to be determined by the NSW government, however once it is confirmed we will let all holiday van owners know via email.

*\*Fully vaccinated refers to persons over the age of 16 who have received 2 doses of vaccine and hold a vaccination certificate.*

**Interstate Guests**

If you reside interstate, please refer to your own state governments Public Health Orders as to when you can travel to NSW first and then to the NSW Public Health Orders for conditions on travellers from interstate.

**Stage 3 – After 1st December**

It is anticipated that all guests will be able to travel with no limitations. However, as we know, Public Health Orders can be amended at any time and can change with little notice. Once we receive confirmation as to when all persons can visit Caravan and Camping Grounds, we will let you know. It is imperative that prior to booking your holiday or leaving your home you double check the latest health advice for your particular area.

**OTHER IMPORTANT INFORMATION**

**Current Bookings**

If you currently have a booking with a Holiday Haven Park and are not permitted to travel under public health orders in the next 2 weeks, you may request your booking to be transferred to a time when you are permitted to travel again (subject to availability) or you may wish to take a credit voucher (for any monies paid) or alternatively you can request a full refund.

**Contacting the Parks**

All our parks are experiencing a high volume of calls and emails at this time. If you phone a park remember to leave a message, so they can call you back. For non – urgent enquiries we recommend you send an email.

**COVID and Staying in the Park**

While staying in the park, everyone will still be required to follow the COVID Safe measures that have been put in place. We have outlined these in the Welcome back fact sheet. Please read this carefully to be fully informed of your obligations when visiting the park.

**Online Booking**

Until non - vaccinated persons are permitted to travel freely throughout NSW, our online booking portal will be switched off. You will be required to contact the park office during business hours make a booking.

**Day Visitors**

Until COVID restrictions are further eased, day visitors will not be permitted to visit our parks. If you wish to meet up with friends and family not staying in the park, please utilise the many parks, public spaces and hospitality venues in the Shoalhaven.

Please don’t forget to read the Factsheet and we look forward to seeing you when you are able to travel again.