

**It is extremely important that you thoroughly read through the information below as it contains important information regarding your stay at Dunster Beach.**

* **Check in is at 3pm so do not arrive on-site before this time. Should your chalet be available then we will contact you. If you arrive early then please stay in the public car park.**
* **Check out is at 10am on the day of departure**
* **Vehicle charging is not permitted from any of the chalets**

As we’re sure you can appreciate, we have had to make some changes to our normal procedures to ensure the continued safety and well-being of our staff, guests and visitors during the current situation.  We have followed guidelines laid out by the Government and associations such as Somerset Chamber of Commerce and the Professional Association of Self-Caterers.

**Should you not be able to arrive at the site before 4pm on your check in day, please call the office on** **01643 821296** **to make arrangements to leave your key safe**.

Whilst all guests will need to read this Policy in its entirety, a couple of key points of note are;

* Bring your own duvets, pillows, mattress covers.
* Bring your own towels and tea towels.
* Do not arrive on site before 3pm, if arriving early stay in the beach car park and do not come on site. If a chalet is available earlier then we will contact you.
* You must vacate your chalet by 10am on the day of departure, for us to deep clean chalets ready for the next guests.
* Dogs must be kept on a lead at all times on site

For the many guests who holiday at Dunster Beach year after year, you will notice some changes. We hope that we have struck the right balance between staying safe and have a relaxing break at the Beach.

You as a guest at Dunster Beach need to read all the information below and familiarise yourself with the detail and be mindful of anything additional you may need to bring with you this year.

Please help us by abiding by the following information:

* Please do not travel if you or anyone in your household is displaying symptoms of Covid-19. Please contact us to cancel your stay.
* If any member of your party develops symptoms of Covid-19 or is contacted by the NHS Test and Trace system during your stay, please return home immediately.  Please phone the office as soon as possible to advise us that you are leaving due to Covid-19 so that we can take appropriate action.  You cannot self-isolate at Dunster Beach – we do not have the facilities to give care support to anyone who is self-isolating. In the unlikely event that the manager has agreed a guest remains in a Chalet to isolate the guest will be liable for additional rental costs.
* Do not arrive before 3 pm.  Your chalet will be undergoing a deep clean in preparation for your stay and you will not be able to check in before 3 pm.  If you arrive at Dunster Beach earlier than that, please remain in the car park area and do not come onto the site until it is time to check in.  You will be asked to leave the site if you arrive before 3 pm
* Please ensure you check out by 10 am at the latest on the day of departure so that there is time to prepare the chalet for the next guests.
* You will need to bring all bed and kitchen linen with you – duvets, pillows, mattress covers, sheets and pillowcases, towels, and tea towels.
* Cutlery, crockery, glasses and utensils etc have been reduced to allow a thorough clean and to mitigate risk.
* Ensure for the length of your stay you wash your hands frequently and using the 20 second wash guidance

Checking in
On arrival, park in the parking area outside the office. Check in will be from the office. A member of staff will direct you.  Where possible, only one member of the party to check in please.  To minimise risk please wear a face mask . After checking in proceed directly to your chalet.

DOGS

* Dogs must be kept on a lead at all times apart from on the sandy foreshore. This includes the nature trail walks
* Please ensure your dog does not enter the lake or pond
* Please keep your dog under control and don’t let them disturb other people. Remember some humans, both adults and children, can be very nervous of dogs
* Pick up and bin every time! Please clear up after your dog and use the bins provided
* Dogs do not need to be on a lead whilst in the confines of the chalet, as long as there is a fence. However, they must never be left unattended outside the chalet

Vehicles on site

* The site speed limit of 10mph must be observed at all times
* No vehicle is to be taken onto the Berm or foreshore without the written permission of the Beach Manager
* Please be aware that the Road Traffic Act Regulations apply throughout the site
* No vehicle (including Owners’ vehicles) shall be parked on premises owned by the Company without exhibiting an authorisation pass

Smoking/Vaping

Smoking and vaping is not permitted in the chalets, company buildings or café forecourt

Shop/Café
The shop and café will be open most days, please check with reception for opening times. As is widely reported recruitment in hospitality is challenging at this time and Dunster Beach Holidays is experiencing the same issues.  There is a small shop operating at the kiosk which is situated to the side of toilet block A at the entrance to the site.
Kiosk
The kiosk will be open daily please check with reception for opening hours. Operating hours may vary so please check when on site.  Newspapers can be ordered at the kiosk.
Toilet Blocks
All toilet blocks will be open, however, we have reduced the amount of cubicles that will be available.  They will be open 24 hours. Please use your shower key to access. Some of the cubicles inside each block will be closed to ensure we can implement a robust cleaning regime throughout. Queuing for toilets and showers will need to be outside. Strictly observe the 2-metre safe distancing when using the shower block and please use the hand sanitiser before entering.
Laundry
The laundry will be open each day. The door will be propped open during these times. Please observe social distancing when using this facility. There is a sanitizer station outside the laundry by the door.
Office
Whilst the office will be staffed, we need to limit the number of people coming in. Please only come to the office in an emergency, (apart from checking in). In all other cases either ring the office or the emergency phone number, or email. Should you need to come to the office then please wear a face mask. Knock on the door and someone will come out to you.
Recycling Compound
Please wear protective gloves when using this facility. Please be aware that bins are now only collected fortnightly, so only general waste should be deposited. Anything other than general waste or recycling will need to be disposed of offsite.
We require guests to dispose of their refuse and recycling at the recycling centre before they vacate the site.
Socialising
Being with friends and family is an important part of the Dunster Beach experience. Please do so this year with care.
Please maintain social distancing from neighbouring chalets when outside the Chalet. Feel free to reposition patio furniture if you need to.

Please
Vehicle Charging
There are no vehicle charging points on site, there are facilities in Minehead however. It is not permitted to charge vehicles from the chalets or anywhere on site.
Local Amenities and Attractions
Please be aware that many of the local attractions are (at the time of writing) closed or are open on restricted access or times. Please check their individual websites for further details.
Shopping
Most of the supermarkets in Taunton, Bridgwater and Minehead have a click and collect service, (order from home and pick up on your way through) or you can arrange for supermarket deliveries to your chalet. Please be aware as check-in is strictly 3pm then arrange your delivery for after 4pm to ensure you are in your chalet to meet the delivery.
Bicycles
Channel Adventure on Minehead sea front do hire bikes. Check their website for further details.
Car Park Permit
You will be given a parking permit for your stay at Dunster Beach, please display the permit in your windscreen at all times. Failure to display a valid permit could result in a fine.

General Information
The welcome pack is available on the Dunster Beach Website, labelled Welcome Pack. This contains local information and emergency numbers.
A copy of this document is available on our website labelled arrivals