

Parks re-open from 4th July

Following the recent government announcements, we are delighted to be able to confirm that you will soon be able to return to your holiday home as our parks re-open. We are excited to be able to welcome you back and look forward to seeing you all soon.

Our parks in England re-open at **8am on Saturday 4th July.**

Our parks in Wales re-open at **8am on Saturday 11th July.**

These dates are subject to COVID-19 remaining under control, and no change to the dates advised by the relevant governments. Should there be a change in the date that self-contained accommodation is permitted to open, we will of course be in contact with you again.

During the enforced closure period we have been working hard to ensure that the parks are ready for your return, completing essential maintenance works and keeping the communal areas looking their best. We all have our fingers crossed that this summer is a glorious one so that you are fully able to enjoy the beauty of our park and your home-from-home.

Welcome back

Ensuring that everyone can enjoy the park safely and comfortably remains our number one priority. We have worked closely with industry sector and government bodies to develop appropriate measures and protocols on park to reassure and protect our holiday home owners, holidaymakers, team members and local communities.

When you return to park you will see several changes and be asked to follow some simple steps to help keep yourselves and others safe. We will be posting videos on My Haulfryn to show you some of these changes, so you know what to expect before your return.

Our Park Charter outlines the commitments we are making to visitors to our parks, and what we are asking of them. This includes the following measures which we are all becoming familiar with in our day to day lives:

- Social distancing signage and floor markings, adhering to all government guidelines.
- Alcohol hand gel cleansing stations at the entrance to all facilities.
- Antibacterial spray available in all facilities.
- Perspex barriers at tills and service points.
- Temperature checking for visitors entering food and beverage, leisure and spa facilities.
- Reduction in the number of people who can be inside any of our facilities at any time.

We have thoroughly trained every team member on these new safety measures, have sanitisation regimes in place, and will be checking their temperatures at the start of each shift. You can find out more about our charter and view the videos [here](#).

Following today's announcement about our parks in England, we can confirm that our restaurants and bars will be open from the 4th July. Indoor and outdoor table service will be available, albeit with reduced capacity to maintain social distancing. Spa and leisure facilities will remain closed until the government advises it is safe for them to re-open.

We are awaiting confirmation from the Welsh government about the services and facilities we will be able to open over the summer on our parks in Wales. We will update you again once further guidance is provided by the government.

We are, however, introducing many new and exciting services across our parks, designed to further minimise physical contact and to enhance your stay.

- Upon re-opening all parks will be cashless with a range of contactless payment options available.
- Parks with food and beverage outlets will offer take away and delivery services to your holiday home. Outdoor seating will be available at all food outlets.
- Park shops will have an enhanced range of products to make it easier to get your essentials and ingredients for cooking in your holiday home.
- A range of new activities and partnership deals will be available to make your holiday even more fun and enjoyable. Look out for more information in the coming weeks.

Owner recompense package

We fully understand your frustration and disappointment whilst not being able to use your holiday home, due to the lockdown and travel restrictions in place. We thank you for your continued patience whilst we waited for the government to announce it is safe to re-open. We promised in previous communications, that once we had a confirmed re-opening date, we would let you know what we would do by way of recompense for the forced closure period.

Based on the assumption that we can re-open the parks on the above mentioned dates, we are pleased to be able to share with you the package of recompense we are offering to owners across all parks. This package recognises that you haven't been able to use your holiday home for several months, and that availability of facilities on park is likely to remain limited for some time, due to ongoing government restrictions. The package has five parts:

1. Pitch fee refund credit for the closure period: All owners whose 2020 fee accounts are up to date will be entitled to a credit towards their 2021 fee account. Your account will be updated with a refund credit for the number of weeks of forced closure. The refund credit will be 70% of the value of your pitch fees which allows for the ongoing costs associated with running the holiday park during closure. This does not include any other charges such as utilities. It also does not consider the central overheads of the business which, as a gesture of goodwill, we will absorb.

Owners on English parks:

Your account will be updated with a refund credit for the 15 weeks of forced closure (23rd March to 3rd July, rounded up to the nearest week).

Owners on Welsh parks:

Your account will be updated with a refund credit for the 16 weeks of forced closure (23rd March to 12th July)

2. Pitch fees frozen for 2021: Your pitch fees for 2021 will remain the same as for 2020.

3. 12-month pitch licence extension: If you wish you can keep your holiday home on your pitch for an additional 12 months at the end of your licence. Please note that pitch fees will be payable at the normal rate at that time.

4. On park vouchers: On your return to park you will receive vouchers with a retail value of £250 to use at any of our bar, restaurant, leisure and spa outlets, on any Haulfryn park. These will be valid until 30th September 2021.

5. Welcome back gift: On your return to park we will gift you reusable masks and hand sanitiser for your holiday home occupants.

There are two customer groups whose package varies slightly from the list above:

- Woodland Cabin owners will not receive the pitch licence extension as this would incur legal costs for owners. As an alternative we are giving these owners additional on-park vouchers with a retail value of £250.
- If you remained on park during the lockdown then you will only be entitled to the pitch fee freeze for 2021.

In addition to this package, any rate relief for the closure period will be passed on to you once we have received this from the local authority. This relief will be passed on in a proportionate way that is fair to all owners. Assuming your 2020 account is up to date, you do not need to do anything. We will process the necessary paperwork and credit your account for you.