

Thank you for choosing to holiday with us.

Under the circumstances brought about the COVID-19 pandemic we (Field Farm) have gone to great measures to protect our staff, visitors and our local community. Local relationships are important to us all and some are understandably apprehensive by returning visitors, they will need reassurance demonstrated by your thoughtfulness

We would ask you/your group to show the same spirit. Please show consideration to our staff, other visitors and our local community. We would urge everyone to respect social distance and hygiene protocols in all contacts both inside and outside of Field Farm.

Prior to your arrival if you or anyone in your social bubble/family that you live with have any of the Corona Virus symptoms please **DO NOT TRAVEL**

The main symptoms of coronavirus (COVID-19) are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Prior to travel:

- Send Field Farm a picture of your horses vaccinations
- You **MUST** bring your own water buckets (x2) and haynets, we are not able to supply these
- If you are staying in our accommodation then please bring your own towels
- be aware of your check in time
- be aware of your bay number (if you are camping)
- be aware of the guidelines regarding COVID-19
- we advise that you bring a face mask and your own hand sanitising gel which you should carry with you
- Please ensure your balance has been paid prior to your arrival

Checking in:

- You/Your Group will be given a time slot to arrive. Please do not arrive before this time. If on route you are unable to make the time slot then please contact us immediately. We understand that things do not always go to plan so if you have a problem then please contact us immediately.

- If you/your group are stay in your own accommodation (Camper/Tent/Horse Lorry/ Tourer/ Live In Trailer) each item will be given an individual Bay Number. Bays are clearly marked. You can drive directly to your bay
- When arriving please park on the hard standing (car park) OR If room, then in a marked space to the **LEFT** in the camping field to unload, unload your horse and then we will advise you where to park if necessary.
- Please report to reception where you will be seen by a member of staff, if 1 person from your vehicle could check in with us only
- Forms to be signed on behalf of a group and wrist bands with our information on will be provided for all riders
- Please bare with us, we will try and see to you/your group as quickly as possible

Toilets/Showers:

- Showers should only be used by people staying in there own accommodation (as listed above)
- Please refrain from using the toilet block if you are not staying in your own accommodation, where possible, please use the toilet in the accommodation you are staying in (Cottage/Caravan)
- Mist machines will be in activation and will be automatically set to fill the room with an antibacterial mist.
- Max 2 people at a time, queue outside at 2m apart or 1m with risk mitigation , please use hand sanitizer from the stations provided before you go in, wash your hands after you have used the toilet and sanitise on departure.
- Toilets/Showers will be cleaned frequently throughout the day

Yard, stables and paddocks:

- Hand sanitising stations are located at high contact points around the yard. Please use this as often as possible
- Their will be an antibacterial spray bottle located where the wheelbarrows are, please use this to sanitise your handles before and after use. Please put barrows back do not leave these at fields or near your stables/lorries. Staff will also frequently sanitise the equipment. Please do not remove the spray bottle.
- Mucking out equipment is located in the viewing room; an antibacterial spray bottle will be available for you to sanitise handles before and after use. Please put mucking out equipment back in this room after use, do not leave on the yard, stables or at the field.
- Please keep at 2m apart or 1m with risk mitigation where possible, where this is not possible then we advise that you wear a face mask
- The yard is frequently washed down, please do not leave belongings in the isles or outside of stables

- Please only tie up your horses to wash down. The tie-ups are not to be used for tacking up. If you are a 'paddock only' space then please use the indoor arena to tie up
- Please pick a paddock and remain in that paddock
- Please poo pick the paddocks/ clean out stables by removing ALL the dirty bedding before you depart
- Communal tack rooms are open but we ask that where possible you leave your belongings in your vehicle

Camping (horse lorry, trailer, tent, tourer, live in trailer, camper)

- You will be allocated a bay number prior to check in, please only stay within the allocated space
- The bays are for 1 item only
- The bays are (6mx6m may be subject to change)
- We have 6 hook up points, these **MUST** be booked at the time of booking your holiday
- Toilet and shower access is available, please see points above
- Bins are located near the front yard gate
- Waste drain is located to the side of the toilet block (black man hole cover)
- If a hook up is booked you must bring your own caravan/camping compatible cable (240v 3 pin)

Accommodation:

- Cottages/Caravans will be deep cleaned prior to your arrival. You cannot get into the accommodation until **after 3pm**. On your departure day you **must** be out of your accommodation by **11am prompt**
- Please remove all of your bedding and place in the living area of your accommodation
- In order to protect our staff, please inform us if you have any soiled bedding
- Please wipe down as often as possible whilst you are in your accommodation, paying particular attention to high contact points
- You should only use the space outside of your accommodation for your group only, we kindly ask that you refrain from mixing with other groups
- Please leave windows open when departing (unless raining)

Communal areas:

- Where possible please remain 1m apart, where this isn't possible we advise that you wear a face mask
- Please respect other guests, this is a worrying time for everyone and people may react differently to others

- The shop will be open MAX 2 people at a time, please sanitise on the way in and out and stay 2m apart or 1m with risk mitigation, there will be stickers outside where you need to queue
- if you have any problems whilst you are here then please see a member of staff
- Please pick up dog poo and horse droppings around the communal areas, you are not required to pick up dog/horse poo on the XC

What to do if you become ill:

- If you become ill whilst you are here then please **DO NOT** leave the accommodation that you are in until you have been advised on the safest way to leave
- Inform a member of staff by telephone immediately (numbers provided on wristband)
- You must vacate the premise by private travel but only if this is safe to do so
- If you are not fit to travel home then you must discuss this with a health care provider (111)
- **DO NOT LEAVE YOUR ACCOMMODATION UNTIL ADVISED TO DO SO**

Staff:

- We are more than happy to help you, please try to keep 1m distance when communicating
- We live on site, in an event of an emergency please contact the number on your wrist bands provided
- We are constantly cleaning and maintaining the site, please be vigilant of this

Most of all we want you to have the best experience, we realise the apprehension that some of you may feel, we feel this to. We are doing our best to ensure you have the best holiday possible. We ask you to remain alert and aware of your surroundings

We thank you for supporting our small family business and we hope that you have an amazing time