

# KIELDER WATERSIDE

RETREAT TO ADVENTURE

Dear guests and visitors,

Thank you for choosing to visit us at Landal Kielder Waterside, I really hope you have an enjoyable experience with us.

I am writing to you to update you on what we are doing around our site to combat Covid-19 in the UK. As a holiday park we are following the Governments guidelines so that we can give you the best advice and also so that our hardworking team here at Kielder are well briefed and equipped to make your stay enjoyable and safe.

We are undertaking a number of initiatives to keep you and our teams safe:

Firstly if you are staying with us, our Housekeeping teams have been increased by 50% throughout the full week increasing the cleaning regime taking place within both our public and team areas. High contact areas are being targeted such as public toilets, door handles, surfaces and tables. This also extends out to all of Kielder Waterside operated public toilets in Kielder Water & Forest Park. Your lodge has also been subjected not only to our usual cleaning process but also to a disinfection process whereby we are applying disinfection to high contact areas such as tables, door handles etc.

## Checking in

We have made the decision to go to a 'contactless' check in. Before you arrive on site you will receive an e-mail or phone call from our Guest Services team. They will send you your lodge number details and a map which shows you where your lodge is situated on our site.

**Please download this information prior to setting off as there is limited signal at Kielder (O2 signal is strong once at Kielder Waterside site.**

Once you have arrived at your lodge your key or keycard will be in the clear letterbox adjacent to your door.

Once settled in we would be grateful that you ring reception where we will be happy to help with any queries or concerns you may have.

## Checking out

We kindly ask you to vacate your lodge by 10am. Please leave your door open and your key or keycard in the clear letterbox outside of your lodge.

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## Our restaurant facilities

Following government advice we have decided to close this facility however, we are running our usual extensive full menu as a takeaway or collection service. Details of this service will be included in your lodge pack, which is also in your clear letterbox.

We apologise that this is not to our usual standard however we feel that this is important to maintain the safety of all our guests and our team.

In addition to this card payments will be our preferred method of payment across our whole site, this is being done to limit unnecessary contact.

The disinfection frequency for all areas of our facilities have been increased. The following items/areas are our major touchpoints and are being targeted; our Bookwhen booking platforms located in our Reception building, The Boat Inn and our PDQ machines and tills will be cleaned every 30 minutes. Our Activities team have also increased the cleaning frequency of their equipment. Please do not take offence when we wipe these down after use, we are carrying out these actions to ensure we are keeping these machines hygienic to use. Some of our activities have been postponed due to the close contact involved. We apologise for the inconvenience this may cause.

We have introduced hand sanitiser stations in the following areas, reception, pool and gym entrance and The Boat Inn/The Hide entrance and we urge everyone to use these in addition to the toilet areas which have soap and water available should you wish to use these facilities. Remember 20 seconds each time is an important aspect of washing hands.

Thank you for your understanding and we hope you have an enjoyable time with us.

Kind regards,

Gary Storey  
Kielder Waterside General Manager