Bank Farm Leisure – Safety & Security Rules

Bungalows & Glamping Pods

Bookings

* From Saturday 11th July we are able to accept bookings for self-catering and self-contained units (units with their own toilet/shower and kitchen facilities) – subject to review on Friday 10th July
* A £75 deposit is required at the time of booking
* We will contact you one week prior to your arrival date to confirm your booking and to take the remaining balance phone including any extras required (Wi-Fi)
* If your arrival date is within one week we will require the full payment over the phone
* Please can you give us an estimated time of arrival when we contact you for payment
* We cannot accept casual turn ups – you must book in advance
* For extra safety & hygiene measures, bedding will now be automatically added onto your booking at the reduced rate of £5.00 per bed
* Those who have booked bungalows with hot tubs – the hot tubs are not to be shared with guests who are staying in a different property

Arrival on site & checking in

* We have had to alter our check in and check out times to the following;
Check in – From 5.30pm
Check out – By 10am

This has been done to allow our cleaning teams to deep clean the properties to ensure that they are safe and ready for the next guests.

* On arrival only one member of each family is to enter reception to check in and collect the key (or at any other time)
* You will be given an envelope with your confirmation and bungalow/pod key – the key will have been sanitised
* The reception doors will be open and there will be a hand sanitiser pump for you to use. There will be 2m social distancing in reception and around the building. We ask that no more than 2 customers are in reception at any one time
* Once you have checked in you will follow the one way system out of reception back to your vehicle

Checking Out

* Please check out by 10.00am
* Please place your key in the black letter box outside reception

Site Facilities

* The children’s park areas will be open from Monday 20th July
* The toilet & shower block and washing up area will be available from the 25th July also.
* The swimming pool will remain closed
* The shop will be open 8.30am til 6.00pm. Please follow the one way system. 1 member of each family is to use with shop, please no children
* The bar will be open for you to order takeaway food; there is a one way system in place. You will not be able to wait in the bar for your food, if there is a wait we will advise that you come back.
* The beer garden will be available from Monday 13th. Please use this with respect to everyone else staying on site.
* The coffee bar toilets will also be open from Monday 13th July, you will be asked to queue up the stairs by the coffee bar to use these facilities. You will not be able to move the tables.

General Information

* If you are showing symptoms, feeling unwell or self-isolating you must not travel down
* Children must be accompanied at all times
* No vaping in any enclosed areas
* Service station are open, please make sure that you do stop and use them if needed or you will have to wait until you are in the bungalow/pod
* All accommodation must be for members of the same household
* We will not be operating at 100% capacity whilst we ease into the new normal
* Please maintain a 2 meter distance at all times
* We ask you abide by the rules that we are having to implement, failure to do so may result in you being made to leave the site without a refund