

Coronavirus (COVID-19) guidance for assessor campsite visits

Campsite assessments have been delayed this year due to the Coronavirus pandemic. The team at Alan Rogers have made the decision that now is time to restart assessments.

Alan Rogers have considered the risks, and as visits are primarily based outdoors and social distancing can be maintained, the risk is deemed to be low, subject to assessors agreeing to the following guidelines:

- You should minimise the time spent in the campsite's office/reception and should stay outdoors wherever possible.
- You should always wear your lanyard/ID badge whilst on-site for the reassurance of the owners and their guests.
- We recommend you wear a face covering or mask, however, this is your choice.
- Minimise contact with high touch-points on-site, for example, door handles, handrails, etc. Where contact is unavoidable, it is advisable to wear disposable gloves and to disinfect using a sanitiser as soon as possible following contact.
- If both you and the owner are present during the assessment, you should:
 1. Keep at least 2 metres between yourself and the owner at all times even if you decide to wear a face-covering or mask;
 2. Limit the length of the visit, unless you have a reservation to stay overnight on-site;
 3. Encourage only one owner to accompany you to the site to reduce contact;
 4. Maintain 2 metres between yourself and any guests you meet on-site;
 5. Try to avoid handling physical items (mugs, pens, leaflets, etc.) that other people have touched if you can help it.
 6. When entering any shared areas like toilets, showers or information rooms, ensure you follow the campsite's COVID-19 secure policy, which should limit numbers in these areas.

We recommend you call the owner before your visit to notify them you are coming, and to agree with them, if they want to be involved, how you will carry out the visit.

This may not be possible but is highly advisable, especially during these difficult times, where we are looking to achieve great PR and network support through our assessment program.

If the owner typically likes to meet you during your visits but is uncomfortable this year, they could permit you to visit the site on your own, and you could engage with them by phone either during or after the visit.

Coronavirus (COVID-19) guidance for assessor campsite visits

Advising owners/managers on COVID-19 matters

We are not specialists in COVID-19, so we do not give owners and managers advice.

You should steer them towards the government sector guidance. It is the owners' responsibility to make a site health and safety assessment. Please do not give specific COVID-19 advice to owners, much of it is common sense, but you should direct them to the web to check out the information themselves.

The Campsite and Caravan Sector guidance for England and Wales is available as a downloadable PDF on the Caravan and Motorhome Club's website; this link will take you straight to the page <https://www.caravanclub.co.uk/covid-sector-guidance/>

Temporary closure of shared facilities

Some owners are choosing to keep toilets, showers, information rooms and other shared facilities closed this year; it is their choice if and when they reopen these facilities. We will not be updating the website to reflect these changes as this type of temporary change is hard to keep up-to-date. The onus is on owners to ensure visitors are aware of any changes to the facilities advertised when they make a booking.

Temporary site closures

These sites will remain on the website to facilitate bookings and promote their campsites for next year.

Additional pitches

In some regions, councils limit the number of weeks caravan parks can open each year. The government has given the go-ahead for these sites to extend the number of weeks they stay open this year. This allows them to extend their season to boost revenue. The 'extra pitches' is not about increasing the number of pitches available on each site. It is about keeping campsites open longer, increasing the number of pitch bookings available this year.

Local lockdowns due to Coronavirus

There may be more localised lockdowns over the next few months. If this is the case, site owners will have to manage their site closure and the cancellation of bookings accordingly. You should not visit a site in any areas where a local lockdown is in place.

Visit Britain - We're Good to Go accreditation

Some campsites have signed up to the Visit Britain *We're Good to Go* scheme; it's a free UK-wide industry standard and consumer mark for the tourism industry. Owners don't need to apply for this to open this year. To achieve the accreditation owners have to confirm they are following the Campsite and Caravan Sector guidance as issued by the government when reopening their site. More information can be found here:

<https://www.visitbritain.org/business-advice/were-good-go-industry-standard>