



COVID-19 Policy @ Atlantic Horizons 2021

About our site

We have taken extra measures for the season to ensure that we are providing a safe and suitable site for you to come and enjoy a much needed relaxing and stress free holiday. All of our glamping units and camping pitches have now been allocated their own eco wash room, meaning that you will have your own compost toilet and eco shower to use during your stay. In order to help with social distancing we have also reduced the number of camping pitches and increased their size. Guests will also have access to our main site wash room that has a further two toilets and one shower, as well as a large Belfast sink.

The site has been equipped with hand sanitiser stations, one in the car park area for use on arrival, one at the entrance to the main wash room, another located inside the main wash room and separate sanitising units for each of the other wash facilities.

*****Please be aware that following current guidelines, our main wash room is closed until 17th May 2021 at the earliest****

When accessing the main wash room please ensure that you adhere to the following guidance to help promote the social distancing rules whilst on site; on the slope that leads up to the main wash room, there will be a barrier (rope) that when closed, it indicates that the wash room is in use, therefore the next user should wait at the allocated spot for when the facility becomes available. Guests will also have access to a hot water tap that will be located on the outside wall of the barn and this will be operated with a foot pedal to reduce the touch points on the site.

Cleaning Strategy

As normal, we will continue to do our best to ensure that you have a clean and happy stay, however with the current pandemic in place we are wanting to go a little further to ensure that our facilities remain a virus free zone. Our accommodation is cleaned using antiviral products to a high standard, including wiping down all appliances, light switches, door handles/ zips and all touch surfaces. We will follow industry and government advice during this pandemic on best practise. Below you will find a summary of all other measures that we are putting place here at Atlantic Horizons:

* All bed linen will be cleaned to the guidance provided to ensure that all potential risks are eliminated. This also includes towels and other fabric items that our guests will come into contact with.

*It will be the expectation of our guests to strip their beds and place all bedding, towels and other fabric items into an Ikea bag and tied shut (provided). This is to help protect our staff when completing the change overs between bookings.

* Some soft furnishings will be removed in order to limit the number of touch points within the glamping units and across the site.

*Guests will be encouraged to help protect themselves and others by following the 'Support a clean space' guidelines that will be shared with you prior to your arrival and also posted around the site for you to see. This includes actions such as the wiping down of touch points (door handles, light switches etc) before and after use. As a last resort, guests may be asked to leave the site if it is deemed that they are putting other guests or staff at risk of contracting the virus.

* The plates, mugs, bowls, cutlery and cooking utensils in each unit will be basic and kept to a minimum. They will be washed between guests in a dishwasher. All guests will also be provided with a wash bowl so that the cleaning of dishes etc can be done near your tent.

* All extras such as fire wood, eggs, apple juice or anything else that we sell on site must be ordered via text or phone call and paid with a contactless payment, allowing us to maintain the welfare of both staff and our guests. Our number is 07397775760.

* As much as we would like to meet and greet all of our guests, we have taken the measures this year to promote a self check-in service meaning that you are able to arrive on site and settle in to your accommodation without having to be shown around the site by one of our team members. To help with this, you will have access to a virtual guide that will give you a tour of the site and what we would expect from you. We will need your support with this and believe that these are the right actions to be taken at these times. Of course, it goes without saying that a member of the team will be available if and when required.

* We will follow all industry guidance for cleaning and disinfecting surfaces.

* Electronic guides of the local area will be posted on our website for you to use, as well as virtual mapped walks of the local area.

*If at any point during your stay you develop symptoms of the virus you must inform us immediately via text or phone call (07397775760). You will then be expected to vacate your accommodation following the departure rules stated above. This will then trigger a very specific cleaning process to ensure that the accommodation is cleaned thoroughly. You would then be expected to follow the government's track and trace guidelines to ensure that all relevant persons are notified that you may have come into contact with them. Our normal operating procedure will then determine the actions to follow for any guests who have had to leave the site for such reasons of ill health.

We anticipate further guidance to be released in the coming weeks and will amend our policy to suit. It is also very important to remind you that despite all the efforts that our staff will be going through to try and maintain a virus free site, we cannot of course guarantee your protection from the virus.