

Lower Campscott Farm reopening



We are delighted to say that as of 4th July we are reopening. Obviously we have suspected that we are reopening for a while, but we have been waiting for the Government to publish guidelines so that we could reopen safely and in line with best practice.

Our aim is to make your holiday at Lower Campscott Farm as safe and enjoyable as possible. There are going to be some changes and we've detailed them below, showing what we are doing to ensure your safety, and what you can do to help us.

We have also successfully achieved the Visit Britain "We're Good To Go" industry standard which ensures we adhere to best practice.

We have also undertaken a farm wide risk assessment and so there will be some changes to our daily animal feeding routines, but more of that later.

Cottages

We have always cleaned our cottages to a high standard – infact we have always maintained a 5 star rating on TripAdvisor for our cleanliness. We are now introducing a new and more rigorous cleaning regime to achieve our aim of ensuring our cottages remain Covid free.

You may find your cottage a little more sparsely decorated than in previous years – we don't expect this will have any impact on your holiday, but it will make the cleaner's job that bit easier. We're cleaning and sanitising all cottages in a 3 stage system, removing all bedlinen, condiments and consumables, then cleaning the cottage as usual but using products especially formulated for tackling Covid. We're then sanitising all high traffic areas and touch points such as light switches and door knobs. We then return new consumables, put your cream tea in the fridge and lock the door to prevent anyone entering before you arrive. All our cleaners will be working on a single stage of the clean to avoid any cross contamination.

We are also providing a small complimentary hand sanitiser spray for your personal use.

If you want to bring your own bedlinen please let us know before you arrive, we can then ensure that the beds are stripped and ready for you.

There will be a hand sanitisation point outside the door of your cottage, and a newly sanitised key. Please come to the office as usual to say a 'socially distant' hello. We can then show you to your accommodation, but we won't come in. If you need any help on how things work we will happily talk you through it. Throughout your stay we won't enter your accommodation unless we're invited, or if it's an emergency.

Your bit

We would be grateful if you could fill your dishwasher with as much as you can, clean as well as dirty before you depart – we need to ensure that all dishes have been washed prior to the next guest's arrival.

Please ensure all rubbish and recycling has been deposited in the bin store.

Can you also leave the accommodation tidy with the windows open please? Our cleaners always have a lot to do - now more than ever!

Farm Shop

We are opening the farm shop as usual. There will be a sanitisation point on entry that we ask you use before coming in. If there's anyone else in the shop please wait outside. If you can pay by contactless card we would be grateful.

It is possible that, subject to availability, we may have a reduced stock, but Kathy's meals will be available and will no doubt be as popular as ever!

Site facilities

Under the present rules the play equipment will have to be out of bounds. We have reluctantly made the decision to close the games room, and remove the ride on tractors. However we are moving the table tennis table into one of the barns and providing 2 table tennis paddles and 2 balls in each cottage for your personal use. We ask that you hand sanitise before and after playing, and take the paddles and balls back to your cottage when you finish.

The spread of Covid is dramatically reduced in the open, so you're welcome to walk the farm trails and go to see the animals on your own. Please be aware of social distance and if someone else is by the animals, stay 2 metres away, or wait until they have finished.

Animal Feeding / Tractor & Trailer rides

The daily animal feeding will be changing as little as possible. Farmer Tony will continue to do his rounds, but we ask that there is an adult family member present and that you are always aware of the need for social distancing.

Please wash your hands before and after feeding, and regularly use the hand sanitiser which is located around the farm.

We are providing disposable bags of animal feed and you are welcome to see and feed our animals on your own if you would prefer. We do ask you not to pick up the rabbits, guinea pigs or chickens, also if you have a dog, please keep it on a lead around the site.

Subject to advice we are continuing with our daily pony walking, but we will sanitise the lead rein between walks. Unfortunately we will be unable to brush the ponies, but Gypsy, Muffin, Tiny and Pip won't be missing out on their carrot treats! We also ask that guests sanitise their hands before leading the pony, and obviously you should always wash your hands in hot water after touching animals

We're continuing with our Tractor and Trailer rides – we've decided they are public transport. We ask that you bring a mask (although we will have some available if needed) and stay at least 1 metre away from other families. Tony is happy to keep driving until everyone has had a go – it is the highpoint of his day after all!

Because of the amount of open space we have on the farm we're not organising any one way systems, please just maintain sufficient distance between yourselves and other guests.

And finally

The incidence of Covid in the Westcountry is very small, and we're sure that with your help it will remain that way. In the unlikely event you do develop symptoms whilst at Lower Campscott please let us know as soon as possible and arrange to return home. We will help out in any way we can.

26th June 2020

Camping

The Camping and Caravanning Club interpretation of the Government regulations require that the communal toilet and washing facilities are deep cleaned twice daily, with four daily supplementary cleans. That's six daily cleans in total. We would also have to consider arranging a booking system to provide timeslots for showering. For the size of the site this is an unrealistic amount of work, and the shower and toilet block would have to be closed.

The other option that is available to campsites is that campers provide their own chemical toilet. Unfortunately we do not have any facilities for emptying them either, so we have had to take the difficult decision to close the campsite for the year. We hope it will be able to reopen next year subject to a relaxation of the regulations.