

Glamping / Camping Information

Hi-de-hi Campers!!!

Due to Covid-19 and the social restrictions imposed by the Government we feel that we need to make you aware and prepare you for your arrival here at Ye Olde Swan.

We have been working hard to provide a suitable solution for our holiday customers, both camping and glamping to ensure that you remain safe, we remain safe, whilst still being able to enjoy the holiday site and pub.

CAMPERS:

When you arrive, you will be designated your pitch and we have reduced our pitch capacity to meet distancing rules. Please pitch within your pitch and remember that no more than 4 people per pitch are allowed. You can park 1 car next to each pitch, any extra cars will need to be parked in our overflow carpark, however please note this is soon to be a pay and display car park so we urge people to arrive in as least vehicles as possible for your booking.

FOR ARRIVALS AND CHECK IN PLEASE CALL 07436353927 AND WE WILL COME AND CHECK YOU IN IF THE SHOP IS NOT OPEN

We do not accept caravans here – only tents and motorhomes.

Every pitch is approx 5m x 5m with at least 5m between pitches. Due to the site being on an island, there are only portable toilets for you to use. There will be 2 for the ladies and 2 for the men with an additional toilet to empty any portaloos that you may want to bring with you.

Please DO NOT use the 1 sink in the campsite to empty your portaloos, as this is for clean, cold water only.

The portable toilets are the only solution to remove your waste and will be emptied once a week. We urge people with their own portaloos to bring them as this will prevent you having to share facilities. We recommend that you hand sanitise before and after use and this will also be provided for you. If you have to cue anywhere on the site please ensure you remain at the recommended distance.

The showers are there for your use but please note that the toilets and showers cannot be cleaned after every use, we will check and clean regularly. If you have an issue with any facilities please let our management team know. We reserve the right to close these facilities at any time if we feel they are being abused.

I do need to advise you again that although portable toilets are like Marmite...

The camping toilets here **are portable toilets**, this is specified on all marketing material and is due to the camping site being on an island – if you do not wish to use our, shared portable toilets, you must bring your own portaloos. And as stated above there will be an emptying facility onsite for your to use.

The pub will be open for garden use only and we will be serving a reduced menu from our BBQ, you can find this BBQ menu here at <https://yeoldeswan.co.uk/restaurant/> .

We are only accepting bookings for food and drinks so if you wish to have something to eat at the pub or just a drink rather than takeaway, you can book at Opentable by visiting the our website www.yeoldeswan.co.uk and click on the restaurant tab to the right of the page.

Please note that you are only permitted a 2 hour slot for a sit down meal and/or drinks. This is so that everyone gets a fair amount of time before we will clean down each table before the next booking arrives. This is the new normal for us and for you! so there may well be hiccups during the first few weeks of opening, please bear with us and remember the “be kind” hashtag! And ensure you vacate your table once the 2 hours is up.

We are serving a reduced breakfast over the weekend too, this will be bacon or sausage baps with a cup of tea or coffee and if you would like breakfast, please just head on over to the outside BBQ where we will be serving this between 9am and 11am

When you arrive for your booking you will be allocated your table number. Drinks and food may be ordered via a que formation. We can only allow 1 person at a time to order drinks and food so please ensure you send 1 person up with the order and means of payment and that they que responsibly.

Please note that children do need to be included in the amount of people per table (currently a maximum of 6) Children will not be permitted to play in the garden, they will need to remain seated at all times and we urge you to ensure they do.

When sitting in the camping field, we understand that there will be groups who wish to sit together and even though you are in open air the government guidance is that this still remains at 6 people so you will need to sit in groups of 6 with a safe distance between you! As stated earlier – gatherings over 30 people is still illegal.

We also must stress that no loud music or large group games are to be played whilst on the site, we are sorry about this, we love people to have a great time whilst here and hope you understand we are as disappointed as you are with this “new normal” that we find ourselves facing.

Although fires and BBQs are permitted on site, it may be the case that in

extreme heat we will have to ask you not to use them in the interest of safety and we reserve the right to do this.

We also reserve this right to remove anyone or group who we feel are not adhering to the regulations and we will not refund your money paid.

GLAMPERS

Please note the above information regarding ordering food and drinks at Ye Olde Swan.

Upon arrival you will be assigned to your tipis. You can park 1 vehicle in the designated parking area for our glamping guests. **IF THE SHOP IS NOT OPEN FOR ARRIVALS AND CHECK IN PLEASE CALL 07436353927 WE WILL COME AND CHECK YOU IN.**

We get lots of questions asked about what is included with glamping so I can confirm that inside each tent you will find a double bed and 2 singles (if required for your booking) and all linen, pillows and bedding is supplied.

IMPORTANT: We usually provide your towels, however due to Covid-19 we will not be supplying these in 2020 – you **WILL** need to bring your own.

We are not able to enter your tipi during your stay and usually bedding is changed on every 3rd morning of your stay. If, after the 3rd morning you want clean sheets please let us know and we will arrange for them to be dropped off at your tipi. You will need to strip your own bedding and change them, leaving the used bedding in a white plastic bag outside your tipi for collection.

There is a small table and 2 chairs as well as 4 x small bottles of water that you can refill at the clean water point besides the showers.

There is a chest for storage and a small area to hang clothing and dry towels.

Cooking is not permitted inside the tipis for health and safety reasons therefore there is no electric inside any of the tipis, only battery powered lighting.

If you wish to BBQ or cook you will be required to bring ALL of your own utensils and cooking appliances unless you hire one of our own BBQ firepits. There are no fridges either so a cool box is recommended.

There are picnic benches supplied on site for you to place your raised cooking stoves or BBQ's on but please ensure they are raised and not burning the wood.

Coffee/tea breakfast baps (weekends) and a reduced BBQ menu is provided from the pub and you can see what's available at <https://yeoldeswan.co.uk/restaurant/>

If you have booked one of the 4 wood burning stove tipis then the first amount

of wood will be supplied, along with firelighting items, any additional wood can be purchased for £5.00 per bag.

There are separate toilet and shower facilities for the glampers. You will be supplied a key for these.

These are shared and cannot be cleaned after every use, we would urge you to ensure that 1 family at a time use the showers at any one time and that you sanitise your hands before and after use. The facilities will be checked and cleaned regularly. Please bear in mind that if you are waiting to use the facilities, you ensure there is the 1 meter distance rule in place.

The toilets are a biological maceration system that can only facilitate upto a max of 40 people at any one time, they are key operated and are to only be used by the glampers. Please do not throw anything other than toilet tissue down the toilets as this will block the site.

We appreciate that there are large groups booking but unless you are all from just 2 households you will need to ensure that you sit in groups of 6 only, with the next group of 6 at least 2 meters away, its not ideal, we know that and we are sorry but this is important to enable us to ensure your safety as well as others. Failure of our guests to do this may result in our whole site being closed down so please be considerate of the rules and of our desire to sustain our business during this time.

There will be an onsite shop selling essential items, snacks, alcohol and ice-creams which will mainly be open during the weekend between 11am-6pm but cannot be manned all of the time.

These rules are likely to change as we progress through the reopening stage for our business and we appreciate you may get frustrated, we understand but we will all be working as hard as we can to ensure everything is safe for ALL customers and staff.

Please ensure you do not exceed the stated guidance of maximum people in any one gathering and have consideration for others while staying on the site **AND REMEMBER THAT GATHERINGS OVER 30 PEOPLE IS STILL ILLIGAL.**

Please be aware that we will not tolerate any form of aggressive behaviour towards any member of staff or other campers/glampers and if you are in breach of this we reserve the right to remove you, without refund from our site.

If you have any concerns please speak to a member of staff discreetly and we will address the situation on your behalf.

Finally – its worth remember that this virus has not disappeared, we **ARE ALL** still at some risk, so if you would rather reschedule your holiday to another date please contact us and we will move the dates for you.

If you feel you would rather not visit us at this time, share toilet and shower facilities or be around people – we understand – please do not come if you do not feel comfortable or showing symptoms. We will do our best to reschedule for you if you email info@yeoldeswan.co.uk.

Assuring you of our best intentions at all times but please be aware our staffing has had to reduce considerably and we also have to work on a minimal contact policy. This is not how we like to operate and we don't want any of you to feel that we are ignoring you, we are so pleased you are coming but you will have to speak to a manager as some staff are not qualified and won't be able to answer some of your questions.

Big virtual hugs - Ye Olde Swan Team

Finally – you are in one of the most beautiful places in the UK, the river is low with minimal flow, we urge you to enjoy this river, on your paddleboards, kayaks (or ones we hire) or by walking it (the Thames path is directly next to the site and heads either towards Oxford or Lechlade-on-Thames). You are close to The Cotswold Wildlife Park which has recently opened up too.

You are only a short drive away from local shops at either Faringdon or Lechlade where you can buy supplies from Waitrose, Aldi, Costa Coffee, Tesco as well as fuel.

In the case of an emergency please dial 999 in the first instance then notify a member of staff.

Children are to be supervised at all times.

Have fun