

Arrivals information

If you or anyone in your household has COVID-19 symptoms you should not travel to the park. Please get in touch with us to discuss your booking. You can find further information on our website here: <https://www.forest-glade.co.uk/our-booking-promise/>

We will ask you to pay for your booking in full before you come so please make sure that the booking is correct and let us know if you wish to add other people to the booking, and that all children and pets are included.

Please be reassured that we have enhanced cleaning routines in place in all our shared facilities.

On arrival please come to Reception where we will check you in and a member of the park staff will show you to your pitch.

Here's what you can do to have a safe, enjoyable holiday:

- Set up on your pitch as instructed by our park staff
- Enjoy the area of your pitch as well as footpaths through and around the park
- Walk freely on the park, at all times observing social distancing from other park users and the park team
- Bring soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser – just to be on the safe side
- Place orders for take away food and breakfast by phone if you wish
- Wear a face covering in the shop, Reception and any shared facilities
- Any visitors must check in at Reception and we will advise where additional cars can be parked.

On departure you must:

- Confirm that no one in your family has been unwell during their stay.

Facilities available

Please check the dedicated page our website for updates but here's what you can expect:

- Please wear masks when using any shared facilities, use hand sanitiser on entry and try to maintain social distancing
- The swimming pool is open and timed booked sessions are available. Full details can be found on our website and you can book on arrival but not before
- The Games Room and Indoor Soft Play are open but please follow the instructions at the entrance
- Laundry Room – one person only in this room at any time and please wear a mask
- The Tourist Information Room
- Tennis, badminton and outdoor table tennis
- Outdoor play areas
- A well-stocked shop, including newspapers and magazines, with a one-way system and queuing when busy
- Take away food and bakery items
- Freshly brewed coffee and other hot drinks
- And of course beautiful forest walks from the park.