



## CORONAVIRUS POLICY

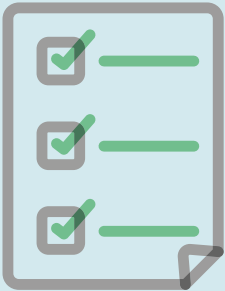




If there is anything you are unsure of, or want more information, please do ask. We ask for your kind consideration with us and these procedures as they are designed to protect both our customers and our staff. This is a new situation for us all and we have done everything in our power to ensure your safety and well-being of us all. Thank you for your understanding.

# Pre-arrival

## INSURANCE & ID



- Check-in online only at least 72 hours prior to pick-up date
- Check-in opens 21 days prior
- At your earliest convenience ensure you can meet the criteria outlined here: <https://www.wanderlustcamperco.com/insurance.html>
- You MUST have your identification documents and driving licence with you on the day.
- It is a condition of the insurance that we see original documents. Failure to bring these will result in a cancellation of your hire.
- Please have these to hand and show a member of staff.

## SAFETY DEPOSIT



- For your safety and convenience, the safety deposit is taken online automatically 24 hours before - using the same card details as hire payment was paid with.
- If you wish to change the payment method - you must advise us at least 72 hours in advance

## OPTIONAL EXTRAS



- For your safety and convenience, optional extras can only be booked in advance and be paid for in advance with your online account.
- You can add optional extras up to 24 hours in advance (subject to availability)
- Cash payments not accepted.
- View optional extras here <https://www.wanderlustcamperco.com/extras.html>

## INSTRUCTIONS (PDF)



- To minimise face-to-face contract, we offer full instructions on email as a PDF in advance for pick-up, which will replace a full hand-over
- Please familiarise yourself as soon as possible and any queries ask in advance. We can answer on the day however please help us to minimise our contract.
- Full instructions can be found here <https://www.wanderlustcamperco.com/instructions.html>

## ADVANCE QUESTIONS



- Any questions? Please ask in advance to limit face-to-face contact.
- Please telephone 0345 3889958 (during 9:00-18:00)
- Or email [info@wanderlustcamperco.com](mailto:info@wanderlustcamperco.com)

# Upon arrival

## ONE-PERSON TO NOTIFY ARRIVAL



- Pick-up - One person per handover - other members must remain in the car until invited to access the campervan.
- Please remain at least 2 metres from staff at all times.
- Allow up to 20 minutes for decontamination fogging (if required) to take place for your assurance for to confirm this has happened and for your assurance.
- All of our contact will be outdoors, we will not enter the vehicle with you.

## HANDOVER



- As paperwork and handover is done in advance, you will be invited to enter the vehicle and the keys will be in the cab.
- Questions in advance of pick-up day are encouraged to limit contact and will mean you can get away quicker on your journey

## VALIDITY OF IDENTIFICATION DOCUMENTS



- You **MUST** have your identification documents and driving licence with you on the day.
- It is a condition of the insurance that we see original documents. Failure to bring these will result in a cancellation of your hire. With paperless, please let us see either a PDF on your phone of the document / or log on to your account.
- Please have these to hand and show a member of staff.

## VEHICLE CONDITION REPORT



- You will be invited walked around the vehicle for the vehicle condition report. and to sign to agree the condition.
- Please feel free to bring your own pen for this.
- You are welcome to do a walk around video with your phone.

## OPTIONAL EXTRAS



- We cannot guarantee additional optional extras that are not pre-booked prior to arrival

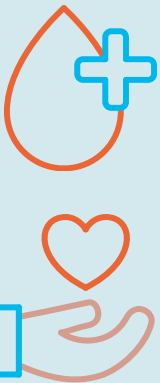
# Departing

## CHECK-LIST FOR DEPARTING



- Please ensure you have vacated and emptied the camper by 11:00 to minimise contact with staff.
- Drop-off - The vehicle must be returned 30 minutes prior to allow enough time for you to empty the van of your items before staff greet you.
- One member of the party should remain outside the camper ready for a check-back, with the other party members returned in to your own vehicle.

## HANDBACK INSPECTION



To minimise the potential risks for our staff after you have vacated, we kindly request you adhere to the following for staff entering the campervan:

- Please ensure all surfaces have been wiped using normal soap (anti-bacterial where possible). DO NOT USE HOUSEHOLD BLEACH which can cause damage.
- Empty all cupboards of your belongings and leave EACH cupboard door open for staff to check and to assist with cleaning / fogging.
- Please ensure you have taken all your rubbish with you / emptied the camper.
- The TOILET MUST BE CLEANED & EMPTIED (we will charge £50 if it is not).
- Use hand sanitiser prior to handling and returning campervan keys
- If you hired optional extras, please make these visible for a visual inspection.

## VEHICLE CONDITION REPORT



- We will verbally confirm everything is okay or discuss further with you any issues that may arise. If there has been any damage, we ask you to take a video / photo of it using your own phone for your records.
- You may sign the agreement with your own pen.

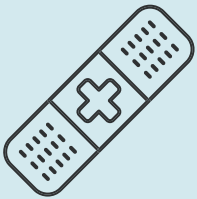
## RETURN OF SAFETY DEPOSIT



- Safety deposits are returned within 5-7 days depending upon bank processing times.

# Illness

## WHAT HAPPENS IF WE HAVE TO SELF-ISOLATE DURING HIRE?



The Government provide guidance for accommodation providers if a guest shows symptoms of COVID-19 while staying in overnight accommodation.

- They should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test.
- If they are confirmed to have COVID-19, they should return home if they reasonably can.
- If a guest cannot reasonably return home (for example, because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. **You must provide us with details of which professionals you are speaking to so we can assist with arrangements for yourself and onward guests.**
- Guests should follow Government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection.

**Use NHS 111 online coronavirus (COVID-19) service. If you do not have internet access, call NHS 111. For a medical emergency dial 999.**

<https://www.gov.uk/coronavirus>

## GOVERNMENT GUIDANCE:

## ILLNESS DURING YOUR HIRE

**YOU CANNOT SELF-ISOLATE IN OUR CAMPER BEYOND YOUR HIRE PERIOD.**

GOVERNMENT ADVICE IS TO RETURN HOME IF YOU FEEL UNWELL AND YOU ARE ABLE TO TRAVEL.

IF YOU ARE UNABLE TO: YOU WILL BE LIABLE FOR ANY ADDITIONAL DAYS OVER HIRE PERIOD AT OUR RELEVANT NIGHTLY RATE (£110-£150) PLUS ADMIN CHARGE OF £50 - AS WE WILL BE REQUIRED TO REFUND ANY FOLLOW-ON GUESTS WHO CANNOT TRAVEL BECAUSE OF YOUR SELF-ISOLATING / ILLNESS.

IT IS STRONGLY RECOMMENDED, TO PLAN ON HOW YOU CAN GET BACK TO RETURN THE CAMPERVAN AND RETURN HOME TO BE IN THE COMFORT OF YOUR OWN HOME. WE OFFER 2ND PERSON INSURANCE AT NO EXTRA CHARGE - PLEASE CONSIDER THIS IN ADVANCE.



## KNOW BEFORE YOU GO

How to get the most out of your visit and protect yourself and others against COVID-19

**PLAN AHEAD**



Be aware that not all businesses may be open. Plan your trip and check before turning up, check opening times, how you need to pay, whether you need to book in advance and any restrictions. Your preferred place to visit may be too busy to visit safely - so always have a second and even third option.

**KEEP YOUR DISTANCE**



Ensure you maintain social distancing rules at all times - even when in the outdoors on forest tracks and cycle ways. Rules may vary in England and Wales. Bring your own hand sanitiser and use regularly, places may run out. Wear a face covering on all public transport.

**PARK RESPONSIBLY**



Check in advance that your chosen car park is open and how you will need to pay. Have a back up as it may be busy. Park only in designated car parks and do not block emergency access routes - you never know when you might need them.

**REFRESHMENTS, FOOD & TOILETS**



Plan ahead so you know where your nearest toilet can be found (not the forest please!). Check you have appropriate payment, some places may be contactless only and others cash only. Please take all rubbish home with you.

**RESPECT THE RULES**



Each business will have its own set-up to enable you to visit. Please take the time to read all of the posters and signage at each location you visit. Rules may vary in England and Wales.

**BE PATIENT & RESPECTFUL**



This is new for all of us. Our businesses have been working hard to be able to welcome you back but they will have to reduce their capacity due to social distancing so will become full quicker. Please be patient, respect staff, plan ahead and go somewhere different if queues are long.

**FIRES & BBQS**



Do not light fires or use disposable BBQs. Wild camping is not allowed (including campervans). We have lots of lovely accommodation available including campsites on our website.

**FOLLOW THE COUNTRYSIDE CODE**



Shut gates, respect wildlife, keep dogs on leads near livestock and wild animals and keep to the footpaths.

The Forest of Dean and Wye Valley loves considerate visitors - leave nothing but footprints, respect the wildlife and leave nature as you found it.

Go to [www.wyedean-tourism.co.uk](http://www.wyedean-tourism.co.uk) to plan your visit.

## TRAVEL INSURANCE

It is a condition of hire that you have an appropriate level of travel insurance that will cover cancellation, curtailment and illness. We will not ask for evidence of this, however it will be deemed that you accept this term with your hire.

## TRAVEL RESTRICTIONS

IF A GOVERNMENT TRAVEL RESTRICTION COMES INTO FORCE WHILST YOU ARE HIRING - YOU MUST RETURN AS SOON AS YOU ARE REASONABLY ABLE TO.

We will credit any full night's hire from the following day returned. The following are example situations that would allow a full-credit:

- There is a government mandated lockdown forbidding travel of any kind
- Campsites are closed due to covid-19 (All of UK)

The following are examples of situations in which do not qualify for a credit:

- If the campervan was reserved to attend an event and that event has been cancelled due to covid-19 measures - as hire is not event or geographically restricted by us.
- You, or someone in your travel group, is ill or has to isolate. Given that in the event of illness / cancellation you can claim such cancellation costs with a normal cancellation insurance or travel insurance.
- Where boundaries are closed, eg you intended on travelling to Wales but Wales is not permitting tourists - where an alternative option is available, you are able to switch plans and still enjoy a break. A campsite you intended to stay in is closed or fully booked, but there are one or more other campsites that are open and have space.

# Restrictions

**IF GOVERNMENT RESTRICTIONS ARE IMPOSED DURING YOUR HIRE, WE WOULD ASK YOU TO RETURN IMMEDIATELY AND WE WILL CREDIT ANY REMAINING HIRE AS OUTLINED HERE, FROM THE NEXT FULL DAY.**

This policy is applied when government regulations cause campervan travel to be impossible for the dates of your trip and overrides our standard cancellation policy. This clause overrides the standard cancellation policy.

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## OPTIONAL EXTRAS