



Washingpool Farm

Caravan Site

Pre-arrival Pack

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Washingpool Farm, North Allington, Bridport, Dorset, DT6 5HP

01308 459549

info@washingpool.co.uk

www.washingpool.co.uk/caravan-site

Updated 25th September 2020

Guest Charter

What we are doing to ensure that you have a great and, most importantly, safe stay at Washingpool Farm Caravan Site:

- Firstly, we are ensuring that the caravan site will be cleaned and sanitised to the Covid Ready Guidelines from PASC. We have a cleaning plan and checklist to ensure touchpoints are regularly sanitised.
- We have produced a Risk Assessment that covers all aspects of our business. This can be seen on demand, please email us if you would like a copy.
- We have a new checking-in system in place (see your email for details). This will be by telephone and will remove the risk of you coming into contact with more than one person (previously we have asked guests to check in in the farm shop).
- We have placed hand sanitiser at the entrance to the chemical closet disposal cubicle. Hand washing facilities are inside the cubicle and toilet cubicles.
- All important information will be posted clearly on the notice board.
- Please do not ask us to enter your caravan/motorhome. If, for example, there is a problem with the electricity, we can try and sort it out over the phone in the first instance.
- The farm shop is open with measures to ensure social distancing. We ask that only 1 member of your party shops at a time and that you wear a mask. There is a queuing system outside the shop for cars and pedestrians. If you can, please shop at quieter times; the shop is open Monday – Saturday 08:00-17:00.
- The Café is open Monday—Saturday 08:00-15:00. New regulations state that customers must wear a mask unless seated. We are required to collect your details for the NHS track and trace system (this can be via the QR code/app).
- Our contact numbers are: the Farm shop 01308 459549/ Hayley 07808 645413 (not on site) or text Vicky 07791 272923.
- We will pretty much always be around but may be with shop customers, on the farm or with children so if we do not answer the phone please text Vicky's number and we will get back to you as soon as we can.

What we are asking you to do to help us ensure that you have a safe and enjoyable holiday:

- We ask that you socially distance from other guests please.

- Be rigorous in following social distancing when out in public.
- If you show any signs of having the virus then you must immediately go and get tested by contacting <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/> The result must be shown to us. If positive, you will need to return home if any member of your party can drive you. If that is not possible and you have to self-isolate here, then you will have to pay for any bookings that have to be cancelled as a result.
- We will need you to provide, names, telephone numbers and email addresses of everyone in the party, so that we can pass this onto the NHS if it is required. This information will not be used for any other purpose. This must be provided at the point of arrival or before.
- From September the Rule of 6 applies, this includes meeting up with friends and family.
- Remember the best way to stay safe is to regularly wash hands thoroughly.

Thank you and we look forward to welcoming you at Washingpool Farm

Checking in when you arrive

On arrival

- Go straight to the pitch number stated on your pre-arrival email. **Do not start setting up or put up any awnings until you have contacted us.**
- Phone 01308 459549 to check in. You will be asked for your name, pitch number and registration number (If there is no answer, please text 07791 272923)
- When you have checked in you are free to start setting up.

Please note

Pitches are available from 12.00 noon and are clearly numbered.

Only park at the pitch stated on your booking confirmation.

Please ask if you are unsure, if you are pitched on the wrong pitch you will be asked to move.

Please try not to arrive early, there is suitable parking for motorhomes and towed caravans at:

Bridport's West Street Car Park, DT6 3TP

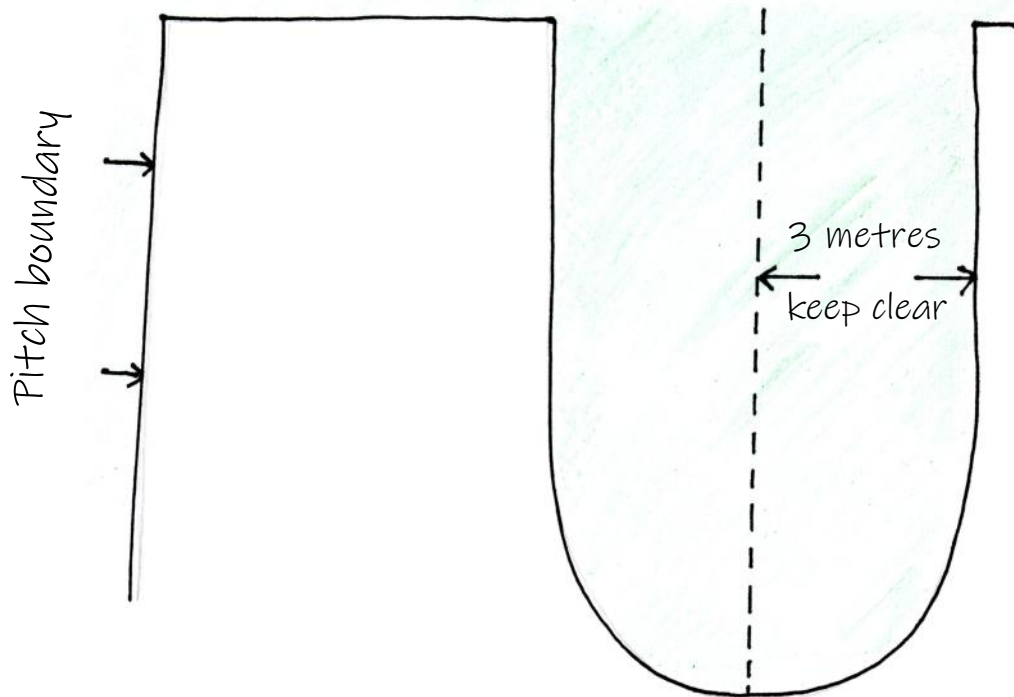
<https://www.dorsetcouncil.gov.uk/parking/find-a-carpark/west-street-commercial-park-bridport.aspx>

Setting Up

To comply with Fire Safety Regulations, please leave a clear 3m space between your set up (including cars) and the next pitch.

You can arrange your vehicles and awnings in the space between your pitch boundary and the dotted line shown on the diagram as long as you are considerate to your neighbours!

Please ask if you are unsure.



Directions to Washingpool Farm DT6 5HP

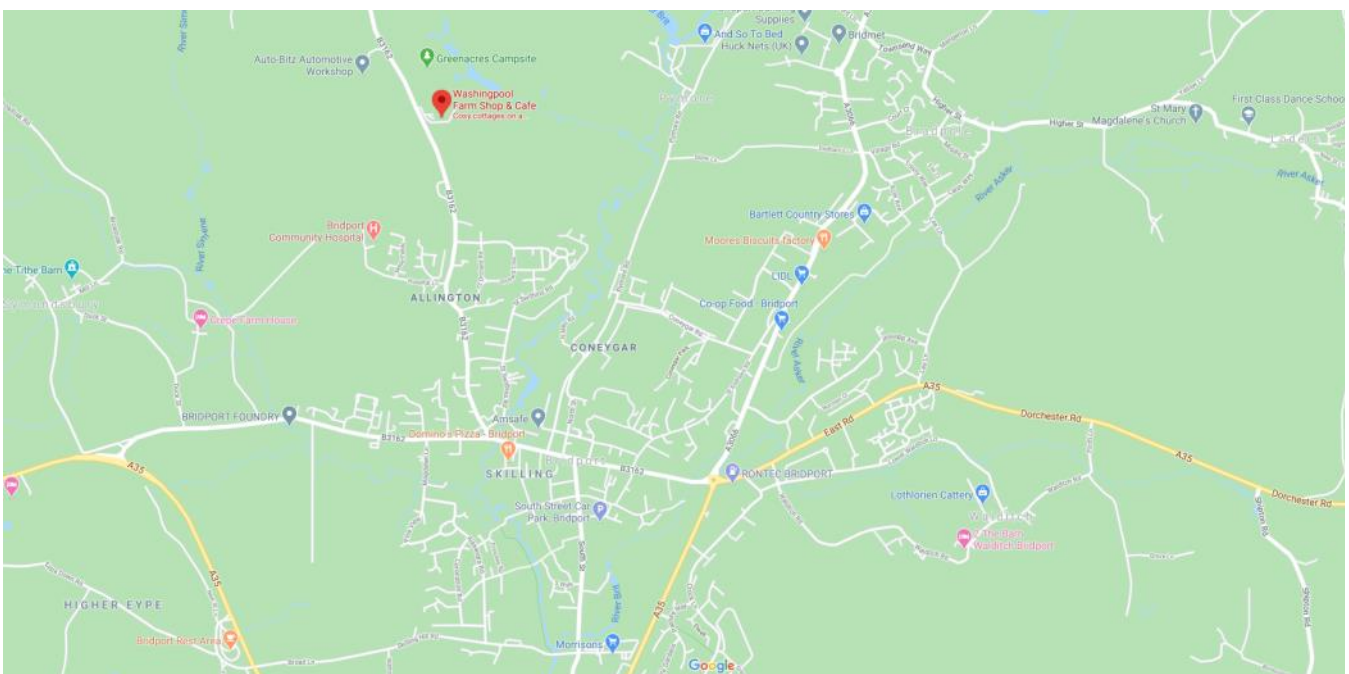
From Dorchester (A35): At the Esso petrol station roundabout take the 2nd exit into town. Carry on through Bridport, going straight on at the Town Hall traffic lights. Go straight across the first mini roundabout and then turn right at the second mini roundabout (by Balsons the butchers). Carry on out of town and through a cutting. Washingpool Farm is signposted on your right. There are 2 entrances, if you arrive before 4pm Monday – Friday (3pm Saturday) use the second, large Farm Shop entrance.

From Beaminster: Follow the A3066 to Bridport. At the Esso petrol station roundabout take the 3rd exit into town. Carry on through Bridport, going straight on at the Town Hall traffic lights. Go straight across the first mini roundabout and then turn right at the second mini roundabout (by Balsons the butchers). Carry on out of town and through a cutting. Washingpool Farm is signposted on your right. There are 2 entrances, if you arrive before 4pm Monday – Friday (3pm Saturday) use the second, large Farm Shop entrance.

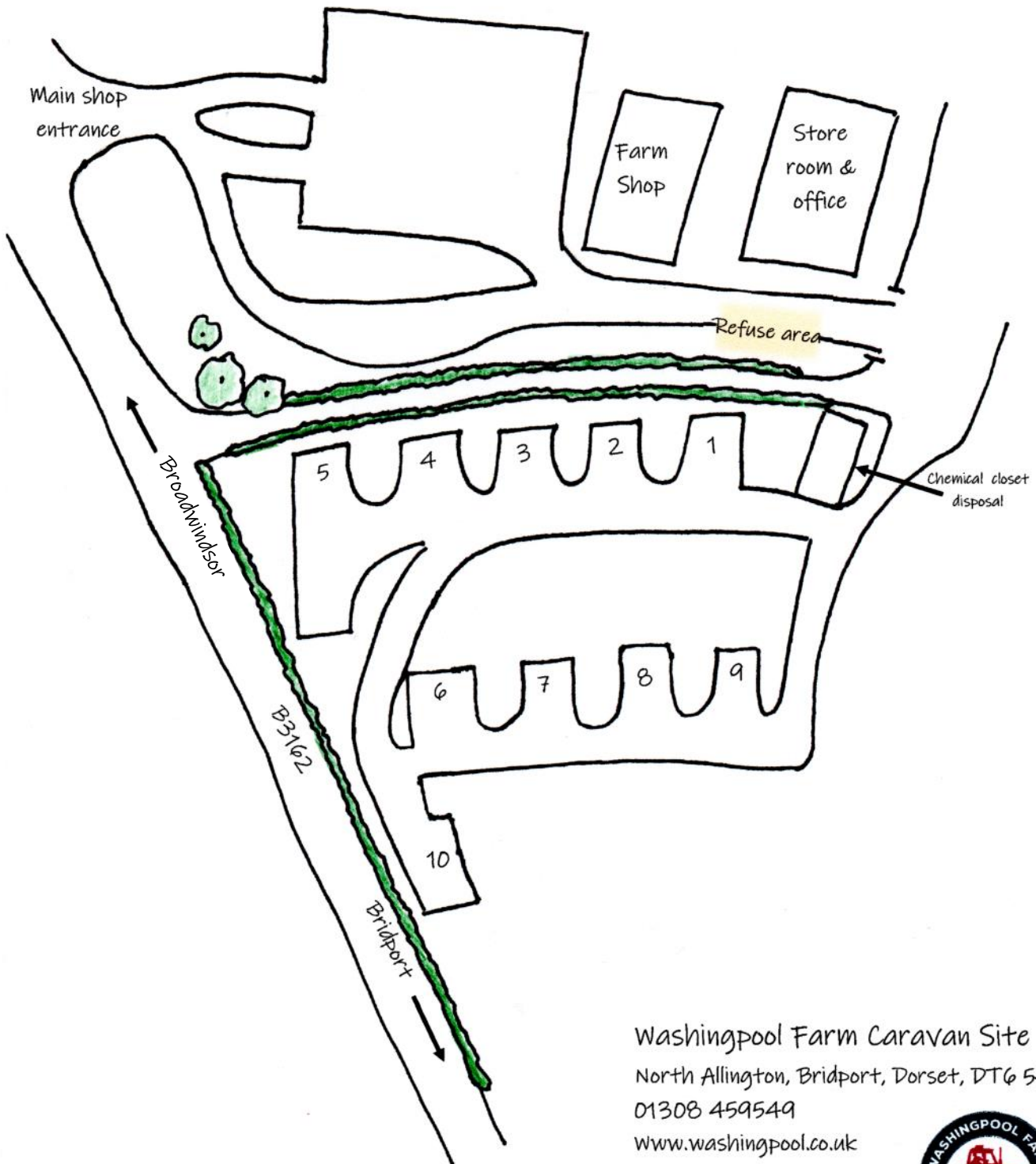
From Exeter (A35): Exit the A35 signposted Bridport and Symondsburry (B3162). Continue past the Medical Centre on your right until you come to a mini roundabout (by Balsons the butchers). Take the 1st exit (left). Carry on out of town and through a cutting. Washingpool Farm is signposted on your right. There are 2 entrances, if you arrive before 4pm Monday – Friday (3pm Saturday) use the second, large Farm Shop entrance.



Track entrance if the farm shop gates are closed.



Site Map



Washingpool Farm Caravan Site
North Allington, Bridport, Dorset, DT6 5HP
01308 459549
www.washingpool.co.uk

Map not to scale



Useful Information: Emergency Services

In the event of an emergency dial 999

The Caravan Site address is:

Washingpool Farm, North Allington, Bridport, Dorset, DT6 5HP

Grid reference: SY 46046 94295

Police

Address: Tannery Road, Bridport, DT6 3TP

Telephone (enquiries): 101

Email (enquiries): enquiries@dorset.pnn.police.uk

“Regular service hours of Monday Wednesday & Friday 1000-1530 hrs will resume as soon as possible. Please note at this current time we are unable to provide regular Enquiry Office services at Bridport Police Station, due to COVID-19 management measures.”

Fire Brigade

Address: Sea Road South, Bridport, DT6 3XA

Telephone (enquiries): 01722 691000

Minor Injuries

Address: Bridport Community Hospital, Hospital Lane, North Allington, Bridport, Dorset, DT6 5DR

Telephone: 01308 422371

Opening Times: Monday to Friday: 09.00 - 18.00

Saturday – Sunday: 09.00 - 18.00

Bank Holidays: 09.00 - 18.00

More information can be found on the notice board.

Local Doctor

Address: Bridport Medical Centre, West Allington, Bridport, DT6 5BN

Telephone: 01308 421896

Nearest Public Telephone is located at: (there is also a telephone in the farm shop)

Vet

Haydon Vets, Corbin Way, Bridport, Dorset DT6 3UX

01308 456808

<https://www.haydonvets.com/>

Useful Information

Motorhome friendly car parks

West Street (Commercial) Bridport DT6 3TP

Station Yard, West Bay DT6 4EW

For other towns, check on the [Dorset Council Website](#)

Laundrette

South Street, Bridport

West Bay

Caravan Supplies

[Dorset Leisure, Charmouth DT6 6QZ](#)

Petrol Stations in Bridport

Morrisons, DT6 4SB

Esso, East Road (on the roundabout)

Gas

Morrisons Petrol Station (see above)

Nearest Beaches

West Bay

Charmouth

Lyme Regis

Burton Bradstock (national trust car park Hive Beach)

[Dog friendly beaches](#) (Visit Dorset website)

Takeaways (including pubs and restaurants)

Longs Fish & Chips, King Street, Bridport

K Yuen Chinese, East Street, Bridport

Sundorban Tandoori Indian, South Street, Bridport

Half Moon Pub, Melplash (Sunday Lunch and some evenings)

There are many good takeaway offerings in the local area and many also deliver. These are just some of our favourites.

Caravan Site Terms and Conditions July 2020

Access statement & Policy: We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the site. This includes a copy of our Terms and Conditions in large print. If you would like a copy, or wish to discuss any other special needs, please make our staff aware.

This contract: This agreement is with Washingpool Farm and exists as soon as we issue a confirmation letter. Check it carefully to see that it reflects your wishes. Please inform us of any discrepancy as soon as you are able.

The terms contained in this contract do not affect your statutory rights.

Adults only Site: All guests staying on the site must be aged minimum sixteen years and over.

Please note a public footpath crosses the site and there are often children about on the farm.

Booking & Prices: Bookings can be made online, by telephone, email or in person at the Farm Shop. The prices listed include VAT.

To secure your booking a non-refundable deposit of 50% per pitch per night is required. The balance is due 14 nights prior to arrival.

A pitch is only available for the length of stay booked and reserved when secured by a deposit **and** full payment made prior to arrival. The only variation is by special agreement with the management.

An extension to any booked period must be agreed with the management whose decision is final.

Cancellation of the holiday by you: Unfortunately, we cannot offer refunds except in exceptional circumstances and at the discretion of the management.

Change or cancellation of the holiday by us: If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of any money you have paid, except where the cancellation or change arises from and unforeseeable or unusual occurrence outside our control. The pitch fee does not include cancellation protection. We strongly recommend that you take out travel insurance to cover any cancellations made.

If we have to close the site due to a local or national lockdown and you are already staying with us, we will ask you to return home and refund you for any nights that you lose as a result.

If you are tested positive for Covid-19 during your stay with us, you will need to leave if any member of your party can drive you. If that is not possible and you have to self-isolate here, then you will have to pay for any bookings that have to be cancelled as a result.

Arrival: Guests will receive an email prior to arrival which will include check in procedures, a map of the site and entrances, covid-19 risk assessment and any other information we feel is important.

Pitches are available from 12:00 and are clearly numbered – only park at the pitch stated on your booking confirmation. Please ask if you are unsure, if you are pitched on the wrong pitch you will be asked to move.

While we endeavour to allocate requested pitches, we reserve the right to vary this for managerial reasons.

Except by prior agreement, we ask that caravans are sited by 20:00 at the latest for the comfort of others on the site. If you arrive early, there is a car park in Bridport suitable for towed caravans and motorhomes <https://www.dorsetcouncil.gov.uk/parking/find-a-carpark/west-street-commercial-park-bridport.aspx>

Departure: All pitches must be vacated by 10:00 on the day of departure unless specifically agreed with the management. You are required to leave the pitch clean and tidy: all rubbish, waste water and chemical waste must be disposed of as directed by the site notices. Please ensure any awning pegs are removed from the grass as they may damage our mowing equipment.

Dogs & other pets: Pets are welcome, there are public footpaths on the farm. Please note the following

Pet/dog breeds included on the dangerous animal list are not permitted on the park.

Keep the dog on a lead at all times.

There is no public access on the farm other than the public footpaths.

Clean up after your dog and dispose of all dog waste.

Do not leave your dog unattended at any time.

Dog noise – it is the owner's responsibility to ensure their pets noise does not cause disturbance to other guests.

We reserve the right to require that the owner removes their dog, or any other pet, from the site if it is a nuisance or danger to other guests/livestock.

Sanitation, Waste Water and Rubbish: The contents of chemical closets must be disposed of by emptying at the disposal points provided. Under no circumstances should blue waste be emptied in the grey waste disposal points.

To avoid possible damage to sewage treatment systems on sites only bio-degradable chemical fluids should be used that do not affect the natural bacterial balance within the system. If unsure, please seek a member of staff's advice.

Disposable wipes, sanitary products and similar bulky items must not be emptied into the chemical closet emptying points but must be wrapped in a bag and placed in the bin provided.

A suitable receptacle, which should not be allowed to overflow, must be used for the collection of waste water and emptied at the disposal points provided.

General and Recycling bins are situated by the farm shop store (see map). All rubbish should be recycled wherever possible. Please follow the marked walkway when accessing the refuse area.

Users of medical equipment, including hypodermic needles are responsible for providing their own safe means of disposal.

The washing of vehicles/caravans/boats is not permitted on the site.

Fires and BBQs: We do not allow firepits or ground level BBQs. All barbecues must be deemed safe by the management and in any case extinguished by 22:00. Please do not dispose of any ash in the waste bins for safety reasons.

Awnings: To minimize damage to grass, site users are asked to lift all groundsheets and/or side flaps of awnings, tents or annexes at frequent intervals or as required by a member of staff.

Appliances: The use of tumble dryers is not permitted under any circumstances.

Holiday behaviour Standards & Termination: By making a booking with us you have entered a contract in which you undertake, on behalf of yourself & the people in your party, to adopt the following standards of behaviour:

To act in a courteous & considerate manner towards us, our staff & guests.

You further agree that you will not:

Commit any criminal offence on site or undertake any criminal activity.

Commit any acts of vandalism or nuisance.

Keep or carry any firearm or any other weapon at the park.

Use unlawful drugs.

Create any antisocial noise or disturbance.

Carry on any trade or business on the Site.

Health & Safety: The proprietor and company cannot be held responsible for any accident or loss suffered by yourself or a member of your party whilst on the park. This also includes property belonging to yourself or a member of your party whilst on the park.

Complaints: If you have a complaint about anything during your holiday, please raise it with a member of our staff immediately and if you wish to pursue it following your departure please write to us within 28 days of your departure. However, we do suggest that you try and complete a report about the complaint while you are on holiday.

Privacy Policy: The information supplied at the time of booking will be stored on computer for administrative purposes. Under no circumstances will this be provided to a third party.

We may from time to time wish to send you news of special offers on our park. If you do not wish to receive any communication from us please let us know. For the purposes of the Data Protection Act 1984 once a holiday balance has been paid this signifies your assent to these terms.

We may need to provide your contact information to the NHS if it is required. This information will not be used for any other purpose. This must be provided at the point of arrival or before.