

## Re-Opening Guidance from Findhorn Sands

We are re-opening based on current government advice, if the situation changes, we may have to reclose. Please follow all procedures and guidelines on site. If anyone is behaving in an unsafe or disrespectful manner, we will have to ask them to return home. If you have any questions or concerns, get in touch. We will welcome your input and take it on board for future action. Remember we are all experiencing this together!

### 1. Turning on water to the van

All the caravans on site that are reconnected to the water by us, have been, earlier in the year. You now only need to turn the water on, when you get to your van. We can send a video to you of how to do it if you are not sure how.

If you usually need help from someone on site, please let us know **when you are at your van**. We cannot turn the water on before you arrive in case of a leak or other problem that may cause damage if you're not there to address it.

To do this, please call or email the office to arrange and someone will come help as soon as they are available.

### 2. Deliveries to the office

We are more than happy for food shops to be delivered directly to your van. Please leave very clear directions to your van for the driver and make sure they will be dropping off the shop at your van to avoid confusion.

If the store doesn't offer direct delivery to your van, please try to pick up or ask someone to pick up your shopping in store. If this is not possible, please get in touch and we can discuss getting your shopping dropped off at the office.

### 3. Bins and Play park

Because we cannot put proper distancing and cleaning measures in place, the play park will be closed. Please speak to your grand/children and ensure they know to keep socially distanced from their friends and to not play on the equipment until it is safe to do so. No matter how tempting!

When taking out your rubbish, please **always** do the following:

- Wash your hands thoroughly before and after taking out your rubbish
- Use the hand sanitiser provided at the bin stores
- Try not to touch anything including door handles, personal items, gates or your face. Use your elbow where possible or take a disposable cloth or wipe.
- Keep 2 metres away from anyone already at the bins.

### 4. Public

In Scotland, it is now mandatory to wear a face covering on Public Transport so if you will use any public transport to arrive at Findhorn Sands or travel around Moray, please be prepared! As of the 10<sup>th</sup> of July, it will also be mandatory to wear a face covering in all shops.

## 5. Food Waste caddies

If you want a food waste caddy, please email to ask. If you have asked for one, please arrange a time to pick it up at the office.

There are two food waste bins on site. One by the bin store at the play park and one by the defibrillator shed bin store, just down the road from the office. We can order more if they fill up quickly, but this will depend on level of use.

We will supply the first few bin liners to get you started, however, you will need to source your own after this. Richard will have some in stock at the shop in Findhorn.

## 6. Anyone showing symptoms

If you think you may be showing symptoms of the coronavirus or suspect you may have it, please follow the necessary guidance from the government (links below)! If possible, please return to your main residence to isolate there. Please let us know how you are feeling and let us know everywhere you have been since arriving on site. If it is an emergency call 999!

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

## 7. Laundry

The laundry will be open for use when we reopen. We have made a few changes to make it a safe, shared space, so please respect the rules:

- Keep 2 metres apart from anyone from another household at all times.
- Only 2 people in the laundry at any one time. There should also, only be one person in each sectioned off area.
- Please queue at the markers, ensuring the door is kept clear for anyone inside to exit safely. Please allow them to exit before you enter.
- When checking if there is space to enter, please do not go further than the red sign on the floor.
- Use the spray and blue roll provided to spray down the machines before and after you use them.
- Wash your hands frequently using the hand sanitiser or soap and water at the sink.

## 8. Wi-Fi

The Wi-Fi password has not changed. It is still skyrie5102ganzie

We have installed a fibre cable which should increase the speed of the Wi-Fi but hasn't changed the provider. If you experience problems, please let us know. Please also follow the same rules that applied before (no streaming, downloading etc...) unless we let you know otherwise. You may make video call to friends and family as has been a new

lockdown tradition for many! Please try to keep the number of calls down and keep them short if you can.

## 9. Office

The office hours are between 11am-1pm on Monday, Thursday and Friday. We are aiming to deal with no-one in person to help reduce the spread, but if you need to, please try to let us know before hand, why you are coming and what for. We may be able to resolve with a phone call instead! **Please queue at the markers outside the office if necessary.**

## 10. On-Site

- We have recently **removed the one-way system in sections** around the site. From the office to the eco lodges there is a two-way system in place. From the defibrillator shed to the bin store at the end of the high road (Road parallel to concrete blocks) The one-way system is still in place. Along the High road from the office to the bin store at the bottom of the slope is a two-way system.
- Please stick to the speed limit and safely pull to the side for oncoming vehicles. You may pull onto the grass and please reverse if there is no space to do so. Always treat oncoming vehicles, with the courtesy you would expect to be treated with yourself.
- There is a 5 mile an hour speed limit and you should give way to pedestrians and cyclists.
- Call or email to report an empty hand sanitiser dispenser and someone will come down as soon as possible to refill it.
- Please respect your neighbours and anyone on site. You may sit in other gardens/decking if you can socially distance. You may also use their facilities, if they are happy to let you, but please clean any surfaces you may have touched.

It is an unusual time and calls for a little more patience.

## 11. Emergencies

While we hope there will be none, it is best to be prepared. **Please always call 999 in the event of an emergency. DO NOT CALL US FIRST!** It can be a matter of seconds to save a life.

- Remember there is a defibrillator at the electrical shed just down the road from the office. You can use this if you need to. When you open it up, it will give you spoken instructions for how to use it. If you need assistance, call for help. You can ask someone to get in touch with us too. If it is an evening or weekend, we may not be as reachable as during the day. We will always do our best to help you.
- In the event of a fire, please get yourself to safety and call 999. There are fire extinguishers around the site. Please try to maintain a safe distance if you are at an assembly point.
- If someone is in trouble at sea, call the coastguard on 999. Even if you see an unoccupied boat drifting or something that looks dangerous/suspicious. It is always better to be safe than sorry. Remember the tides at Findhorn can be deceiving and anyone, no matter their skill and experience level, can be caught in them.

- Always remember to make sure you are safe and, in a position, to help before getting involved with an emergency. Do not risk your own life or increase the amount of people who need to be rescued!

WI-FI CODE: skyrie5102ganzie  
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