

Welcome to Troytown Farm Campsite

We are delighted to be able to welcome visitors again at this very unusual time. There are several differences this season to how the campsite is run, to ensure the safety of our visitors, staff and the wider community.

Outdoors is understood to be the safer place to be, so, if the rules are followed the campsite & lovely outdoor environment on St Agnes should continue to be a safe place to enjoy.

Scilly has had no known cases of COVID-19 and there are elderly and vulnerable people in the community who will be anxious about seeing new faces. Please go above and beyond where possible with social distancing rules and continue to wash your hands frequently. We hope you have a safe and relaxing stay.

Pitching your tent(s)

Please ensure that your tent(s) are at least 2.5 metres from the nearest tents outside of your 'social bubble'. We have fewer campers than usual so there should be no need to squeeze into a small space. If your group have more than one tent, please keep your tents close together.

Please check this map of the campsite to see which area you are in. They each have a number (1 to 4) and you will use the corresponding numbered cubicles in the campsite building. This is to reduce the amount of contact with people outside of the area you are pitched, for your safety.



Picnic Tables

Please feel free to use the campsite picnic tables as normal, but don't share these with other families during your stay. Please wash the table down with soapy water before you leave the site. Please don't take tables from the area above the campsite.

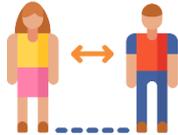
Using the Campsite Facilities This Season



There is hand sanitiser available outside all entrances, which we ask everyone to use before entering the building.

Please use hand sanitiser before/after using the outdoor bins.

Please strictly observe the rules on social distancing whenever using the facilities:



- **One person to use the laundry room at a time**
- **Only one person may wash up in the washing-up room at any time.**
- **One person in the charging area at a time**
- **One person in the ladies or gents open/sink area at any time (this does not include in cubicles).**
- **One person in the showers open area at any time (this does not include those in cubicles).**



Please **use face coverings** while using the facilities building where possible.

Our facilities building is closed to non-residents.

We will be cleaning the campsite building regularly through the day and each space will be closed temporarily so the staff can work safely.



We can't be there to clean 24/7 so **we have supplied antivirus cleaning products and blue paper rolls for you to clean any touch points as you use the facilities.**

Please **don't leave any personal items in communal areas** (except devices on charge).

Showers

You have been assigned a number (1 to 4), based on where you are pitched on the campsite. Please only use the shower with the same number to reduce the number of people sharing the same cubicle, even if other cubicles are free and yours is not. If you are waiting to use the shower, please wait outside and observe social distancing rules. Please take all toiletries with you when you leave the showers. Shower tokens are sterilised before sale to customers.

Washing up Room

One person at a time can wash up in this room, using the sink furthest from the door. Washing up bowls are available for campers to fill and take to their camping area to wash up. Waste water can be discarded into the drain outside the washing up room.

Help Yourself Shelf

Sadly, there will be no "Help yourself shelf" this season, for safety reasons. Please take your leftover items with you or dispose of them properly in the bins provided.

Freezer Blocks

We are offering a freezer block service, all cold packs will be sterilised before freezing.

Charging Area

Items can be charged via USB cable. Please only one person at a time in this area. Please do not touch items in this area that do not belong to you. Please take chargers away when your device is charged.

Charging lockers are available to use. We cannot access these to clean inside when they are in use, so please wipe down your locker before you return your key. Keys will be sterilized before they are issued.

Toilets

The toilet cubicles are also numbered – For your safety, please use the cubicle with the same number as your area, to reduce the number of people you are in direct contact with. Cleaning equipment is supplied in these areas.

Please make sure you wash your hands after using the facilities and take all toiletries with you.

Teeth Brushing

To reduce contact with others, please don't brush your teeth in the campsite washrooms - fill a glass and brush your teeth at your tent.

Children

Children under 10 should be supervised while using the facilities to ensure they can follow the hygiene rules. Please explain the rules carefully to older children.



What to do if you have COVID symptoms or need to isolate during your stay

In the worst-case scenario – if one of your party becomes unwell with COVID symptoms while staying with us, or are instructed to isolate by the Track and Trace system, there are local contingency plans in place to enable guests to get home to isolate at no additional cost.

1. **Stay in your tent (self-isolate)** – do not go out or have visitors. Anyone sharing your tent must also self-isolate with you.
2. **Get a test** – get a test to check if you have coronavirus as soon as possible. Anyone you are camping with, should also get a test if they have symptoms. Call NHS 111.
3. **Call Laura & Sam** and let them know – 01720 422360 / 07776 334004. We will be able to explain what happens next.
4. **Go Home** – you may be required to return home early in this scenario. There won't be any extra cost for this and it will be organised for you.

Island Businesses and Services

St Agnes Boating are running trips between the islands. As with all public transport, face coverings must be worn on board. More info can be found at www.stagnesboating.co.uk

Troytown Farm Shop will be open for ice cream, meat, dairy and other farm produce. Camping gas and drinks also available.

St Agnes Watersports will be open for activities. Please see their website for details: www.stagneswatersports.co.uk

Turks Head Pub will be open for food and drink and will also be offering takeaway food and a delivery service.

St Agnes PO Stores are operating a 'Click & Collect' style service for all your groceries. A comprehensive order list is available at <https://troytown.co.uk/wp-content/uploads/2020/07/StAgnesPOGroceryList.docx>

You can place an order via email during your stay. The shop will call you when your order is ready to collect. Payments should be made by card only please. The shop will be closed so you won't be able to go in and shop in person this year. Email orders to Niki and Ross - agnesshop@hotmail.co.uk

Coastguards Café will be offering take-aways only with an option of home delivery for those who would prefer.

Covean Tea Gardens will be offering takeaway pizza fortnightly (pre-order) but the tea garden will be closed.

Per Conger Public Toilets are open.

The Island Hall and tennis court will be closed to visitors this season.

St Agnes Waiting Room will be closed this season.

Pot Buoys Gallery will be closed this season.

High Tide Restaurant will be closed this season.

St Agnes Church will be closed this season.