

Operational Guidance

Caravan & Camping Park Operators

Overview

All information provided within this guidance document as of March 23, 2020 has been developed in line with the HSE Guidelines on how to mitigate the risks presented by COVID-19. Updates will follow as and when new information is provided by the relevant authorities.

This is not an official policy document. It has been created to support Caravan & Camping Park operators to mitigate as much risk as possible for their staff and guests, and focuses on guest areas. While we refer to 'staff' in this document, this should be taken to refer to Caravan & Camping park owners and their families as well as other staff members.

Controls and responsibilities are to be delegated by management.

In the event of a case of COVID-19 or the need for guest self-isolation on your property, please visit the link below on the Health Protection Surveillance Centre's website to find out what immediate action you need to take:

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/contacttracingguidance/>

Useful links

HSE Overview: Coronavirus (COVID-19)

<https://www2.hse.ie/conditions/coronavirus/coronavirus.html>

HPSC: Guidance for non-clinical settings - employers, education, transport and other sectors

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/guidancefornon-clinicalsettings/>

Fáilte Ireland: COVID-19

<https://www.failteireland.ie/Utility/Covid-19.aspx>



Help prevent coronavirus



Wash your hands



Cover mouth if coughing or sneezing



Avoid touching your face



Keep surfaces clean



Stop shaking hands and hugging



Keep a safe distance

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Lack of accurate information	Displayed on website	Information from HSE www2.hse.ie/coronavirus/	Provide policy on the management of guest safety regarding COVID-19		Check daily and update as required	
Accurate information	Bookings	Provide staff with clear and consistent message to guests enquiring about their booking by email and phone, including a reference to containment measures in place e.g. social distancing, hygiene measures, etc.			At all times	
Cancellation policy	Displayed on website	Provide clear information on cancellation policy in place during COVID-19			Check daily and update as required	
Open bins at guest entrance / exit	Entrance/Exits	Keep all bins and area around bins clear of rubbish	Bins should have disposable bin liners and tied liners		Empty regularly (as required)	
Doors / Gates	Entrance/Exits	Signage and additional hand sanitiser to be available at the main entrance to the facilities	Insist all guests and staff use the hand sanitiser before proceeding to reception facilities or public areas		At all times	

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Physical Greetings	Reception Facilities	Ensure that staff do not shake hands with guests and/or others. A greeting should be verbal only or as directed by HSE guidelines.	Place a sign in reception facilities and in public areas to highlight this in a friendly manner e.g. 'Please don't take offence if we don't shake hands – this is for your safety. We value your custom'		At all times	
Washing hands	Reception Facilities	Clear signage in the reception facilities and public areas to remind guests and staff to wash hands regularly			At all times	
Close contact with guests	Reception/ Office	Signage advising guests to refrain from close contact with reception staff	Put visible references in place to indicate safe distance especially for groups of three or more		At all times	
External contamination from other guests	Reception Facilities	Hand sanitiser available	Signage in place to remind guests to wash hands before proceeding to reception facilities		Signage on display at all times and sanitiser replaced as soon as container is empty	
Untrained staff	Reception Facilities	Basic training for all staff on the signs and controls re COVID-19	Sufficient staff and continuity of staff		Ongoing	

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Registration process	Reception/ Office	Pre-registration where possible. If not possible, reception personnel to register guest.	Remove pens. Staff maintain own pen.		Disinfect staff pens after each use and replace regularly (as required)	
Documentation and brochures for guest information	Reception Facilities	Remove any tourist information collateral, newspapers and books, ordnance survey maps, walking information etc.	Remove brochures from area and provide verbal information or advise guests to visit websites		Signage on display at all times asking people to remove or dispose of newspapers	
Counter tops and hard surfaces	Reception/ Office	Disinfect all surfaces			Regularly (as required) <i>Check HSE guidelines</i> https://www2.hse.ie/coronavirus/	
Door plates handles and areas of doors used to push open doors	Reception/ Office / Facilities	Where possible, keep doors open (keep fire regulations in mind)	Disinfect surfaces especially door handles and areas used to push open doors		Disinfect regularly (as required)	
Light switches, door release buttons, call bells, etc	Reception Facilities	Disinfect all switches regularly			Disinfect regularly (as required)	
Bins for guest use	Reception Facilities	Use lidded pedal bins with plastic bin liner with ties	Remove bins from area		Empty and disinfect regularly (as required)	

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Receipts / invoices for guests	Reception /Office	Offer to email invoices or confirmation of payment			As required	
Payment facilities	Reception /Office	Encourage the use of card and contactless payments where possible	Disinfect payment machines Staff handling cash to wear gloves		Disinfect after each use	

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Open bins	Pitches	Ensure all bins and area around bins clear of rubbish	Bins should have disposable bin liners and tied liners		Empty regularly (as required)	
Close contact with other guests	Pitches	Ensure that minimum free space in all directions around pitch is maintained at all times in line with regulations	Display information regarding sufficient social spacing as outlined in HSE guidelines		Regularly (as required)	
Unhygienic shared waterpoints	Pitches	Ensure adequate supply at all times. Ensure waterpoints are kept hygienic and disinfected.	Notification advising of hygiene practices should be displayed		At all times	
Multi-use / shared items	Pitches	Remove any items that guests may need to share and notify guests that these items may be requested.	Provide disposable items where possible or if item cannot be removed ask guests to sanitise after each use.		Immediately remove items where possible. Disinfect regularly (as required)	

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Door plates, handles and areas of doors used to push open doors (or door alternative)	Static Camping	Disinfect door handles and plates				In advance of each guest arrival
Hard surfaces All areas that guests may touch regularly, e.g. cupboard handles, door handles, arms of chairs, light switches, etc.	Static Camping	Disinfect all hard surfaces	Provide guests with antibacterial cleaning supplies to use Signage to remind guests of correct hand / respiratory hygiene			In advance of each guest arrival, with top up of cleaning supplies where required
Appliances (if provided) Guest use of kettle, iron, hairdryer, television remote, phone set, etc.	Static Camping	Disinfect all appliances with particular focus on high touch objects	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required			In advance of each guest arrival
Bedding (if provided) Pillowcases, sheets, duvets, etc	Static Camping	Clean as per SOPs and as directed by HSE guidelines				As required, and in advance of each guest arrival
Bins for guest use	Static Camping	Provide lidded pedal bins with plastic and tied liners				Empty and disinfect in advance of each guest arrival
Close contact with other guests	Static Camping	Move furniture to allow for sufficient social spacing as outlined in HSE guidelines				In advance of each guest arrival

Shower and Toilet Facilities

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Unclean Doors	Shower and Toilets including baby changing facilities	Disinfect door handles and areas used to push open door	Leave door to main toilet area open where appropriate to allow ventilation		Disinfect hourly or as regularly as possible	
Inadequate Water Supply	Shower and Toilets including baby changing facilities	Ensure hot and cold water is available to guests for washing	Provide sufficient soap and hand sanitiser to ensure hand hygiene Advise guests to not share		At all times	
Unclean Hard surfaces e.g. light switches, taps, plugs, grabrails, etc	Shower and Toilets including baby changing facilities	Disinfect all hard surfaces Provide signage re hand and respiratory hygiene	Deep Clean		Disinfect hourly or as regularly as possible	
General contamination	Shower and Toilets including baby changing facilities	Provide signage with pictorial instructions on how to correctly wash hands.			Signage on display at all times and sanitiser replaced as soon as container is empty	
Bins for guest use	Shower and Toilets including baby changing facilities	Provide lidded pedal bins with plastic and tied liners	Bins should have disposable bin liners and tied liners		Empty bin and disinfect regularly / as required	
Hand dryers	Shower and Toilets including baby changing facilities	Provide a disposable alternative to hand dryers e.g. paper towels			Check supply during each hourly visit	
Bad Ventilation	Shower and Toilets including baby changing facilities	Ensure the toilets and washing facilities shall be well ventilated			At all times	

Rubbish / Water Disposal

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Rubbish disposal	Rubbish disposal unit	Ensure all rubbish bags are immediately disposed of in appropriate external facility (e.g. waste removal skip)	Staff disposing of rubbish must wear appropriate protective wear e.g. gloves Hands must be washed directly after disposal		Regularly (as required)	
Rubbish disposal	Rubbish disposal unit	Keep all bins and area around bins clear of rubbish	Bins should have disposable bin liners and tied liners		Empty regularly (as required)	

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Multi-use/shared items	Laundry Facilities	Remove any items that guests may need to share and notify guests that these items may be requested.	Provide disposable items where possible or if item cannot be removed ask guests to sanitise after each use.		Immediately remove items where possible. Disinfect regularly (as required)	
Unclean Doors	Laundry Facilities	Disinfect door handles and areas used to push open door	Leave door to main toilet area open where appropriate		Disinfect hourly or as regularly as possible	
Inadequate Water Supply	Laundry Facilities	Ensure hot and cold water is available to guests for washing	Provide sufficient soap and hand sanitiser to ensure good hand hygiene		At all times	
Unclean hard surfaces e.g. light switches, sink, taps, plugs, counter, draining boards, splash back, etc.	Laundry Facilities	Disinfect all hard surfaces Provide signage re hand and respiratory hygiene	Deep Clean		Disinfect hourly or as regularly as possible	
Appliances/Machines e.g. washing machine, dryer, clothes iron, ironing board	Laundry Facilities	Disinfect all appliances and machines. Supply gloves and antibacterial wipes for guests to use.	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required.		Disinfect hourly or as regularly as possible	

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Unclean Doors	Services and Facilities	Disinfect door handles and areas used to push open door	Leave door to main toilet area open where appropriate		Disinfect hourly or as regularly as possible	
Unclean Hard surfaces e.g. light switches, door release buttons, grabrails, etc	Services and Facilities	Disinfect all hard surfaces Provide signage re hand and respiratory hygiene	Deep Clean		Disinfect hourly or as regularly as possible	
Close contact with other guests	Services and Facilities	Move furniture / seating to allow for sufficient social spacing as outlined in HSE guidelines			As required	
Bins for guest use	Services and Facilities	Provide lidded pedal bins with plastic and tied liners			Empty bin and disinfect regularly (as required)	
General contamination	Services and Facilities	Signage provided to remind guest to wash hands regularly and to use hand sanitisers	Hand sanitiser in general areas		Signage on display at all times and sanitiser replaced as soon as container is empty	
Bad ventilation	Services and Facilities	Ventilate rooms by opening external windows			Regularly (as required)	

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Multi-use items	Facilities and Services	Remove any items that guests may need to share and notify guests that these items may be requested.	Provide disposable items where possible or if item cannot be removed ask guests to sanitise after each use.		Immediately remove items where possible. Disinfect regularly (as required)	
Appliances Guest use of kettle, iron, television, remote, phone set, etc.	Facilities and Services	Disinfect all appliances with particular focus on high touch objects such as remote controls, games equipment etc.	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required		Disinfect hourly or as regularly as possible	
Unhygienic washing facility for guests own pots and pans etc.	Facilities and Services	Disinfect all hard surfaces Provide signage re hand and respiratory hygiene	Deep Clean regularly		Disinfect hourly or as regularly as possible	
Minimise handling of basic first aid equipment	Facilities and Services	Display signage to make guests aware that first aid kit available but access will be given through designated staff member to limit contamination.			At all times.	

What are the risks to your guests & Staff ?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Door plates handles and areas of doors used to push open doors	Campers Kitchen	Where possible, keep doors open (keep fire regulations in mind)	Disinfect surfaces especially door handles and areas used to push open doors		Disinfect regularly (as required)	
Bins	Campers Kitchen	Provide lidded pedal bins with plastic and tied liners	Bins should have disposable bin liners and tied liners		Empty regularly (as required)	
Counter tops and hard surfaces	Campers Kitchen	Provide antibacterial cleaning supplies and disposable paper towels for guests to clean.	Display signage to ask guests to thoroughly clean after use. Ensure deep clean by staff		Regularly (as required) <i>Check HSE guidelines www2.hse.ie/coronavirus/</i>	
Wash up facilities	Campers Kitchen	Provide antibacterial cleaning supplies and disposable paper towels for guests to clean.	Display signage to ask guests to thoroughly clean after use. Ensure deep clean by staff		Disinfect hourly or as regularly as possible	
Appliances	Campers Kitchen	Disinfect all appliances. Supply gloves and antibacterial wipes for guests to use.	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required		Disinfect hourly or as regularly as possible	
Cutlery and Crockery	Campers Kitchen	Disposable items available.	Where possible, cutlery should be hygienically wrapped by staff who are observing good hygiene practices.		At all times	

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Multi-use items	Campers Kitchen	Provide signage asking guests to thoroughly clean all items before and after use	Provide disposable items where possible. Ensure deep clean of all items.		Immediately remove items where possible. Disinfect regularly (as required)	
Social distancing	Campers Kitchen	Keep each table a minimum of two metres from the nearest table. Limit the number of seating in the kitchen to avoid overcrowding as per the HSE guidelines.	Display signage to ensure guests are compliant with the social distancing guidelines.		At all times	
General contamination	Campers Kitchen	Signage provided to remind guests to wash hands regularly and to use hand sanitisers			Signage on display at all times	
Light switches, door release buttons, call bells, etc	Campers Kitchen	Disinfect all switches, etc			Disinfect regularly (as required)	

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Bad ventilation	Play areas	Ventilate rooms by opening external windows			Regularly (as required)	
Unclean Doors	Play areas	Disinfect door handles and areas used to push open door	Leave door to main toilet area open where appropriate		Disinfect hourly or as regularly as possible	
Unclean Hard surfaces, including light switches, door releases, etc.	Play areas	Disinfect all hard surfaces Provide signage re hand and respiratory hygiene	Deep Clean		Disinfect hourly or as regularly as possible	
Close contact with other guests, children or staff	Play areas	Move equipment, toys and seating to allow for sufficient social spacing as outlined in HSE guidelines			As required	
Washing hands	Play areas	Child friendly signage displayed in play areas to remind children to wash hands with soap and warm water frequently, for at least 20 seconds each time			At all times	
Cross contamination through objects/ toys/ games	Play areas	Hand sanitiser available in play area to limit transmission through contaminated objects held by children.	Remove toys and games		At all times	

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Bad ventilation	Games Room	Ventilate rooms by opening external windows			Regularly (as required)	
Unclean Doors	Games Room	Disinfect door handles and areas used to push open door	Leave door to main toilet area open where appropriate		Disinfect hourly or as regularly as possible	
Unclean Hard surfaces, including light switches, door releases, etc.	Games Room	Disinfect all hard surfaces Provide signage re hand and respiratory hygiene	Deep Clean		Disinfect hourly or as regularly as possible	
Close contact with other guests	Games Room	Move furniture / seating to allow for sufficient social spacing as outlined in HSE guidelines			As required	
Cross contamination through objects/ toys/ games	Games Room	Hand sanitiser available in play area to limit transmission through contaminated objects held by guests.	Remove games equipment		At all times	
Appliances Guest use of games, television, remote, controls	Games Room	Disinfect all appliances with particular focus on high touch objects such as controls, games equipment etc.	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required		Disinfect hourly or as regularly as possible	

TV Room / Cinema Room

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Bad ventilation	TV/Cinema Room	Ventilate rooms by opening external windows			Regularly (as required)	
Unclean Doors	TV/Cinema Room	Disinfect door handles and areas used to push open door	Leave door to main toilet area open where appropriate		Disinfect hourly or as regularly as possible	
Unclean Hard surfaces, including light switches, door releases, etc.	TV/Cinema Room	Disinfect all hard surfaces Provide signage re hand and respiratory hygiene	Deep Clean		Disinfect hourly or as regularly as possible	
Close contact with other guests	TV/Cinema Room	Move furniture / seating to allow for sufficient social spacing as outlined in HSE guidelines			As required	
Cross contamination	TV/Cinema Room	Hand sanitiser available to limit transmission through contaminated objects held by guests particularly remote controls.	Deep Clean		At all times	
Appliances Guest use of television, remote control etc.	TV/Cinema Room	Disinfect all appliances with particular focus on high touch objects such as remote controls	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required		Disinfect hourly or as regularly as possible	

Outdoor Recreation Facilities

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Close contact with other guests	Outdoor Recreation	Signage to encourage sufficient social distancing as outlined in HSE guidelines			As required	
External contamination from other guests	Outdoor Recreation	Hand sanitiser available	Signage in place to remind guests to wash hands before proceeding to reception facilities		Signage on display at all time. Replenish hand sanitiser as required	
Open bins	Outdoor Recreation	Keep all bins and area around bins clear of rubbish	Bins should have disposable bin liners and tied liners		Empty regularly (as required)	
Equipment e.g. golf clubs, tennis rackets, balls,	Outdoor Recreation	Hand sanitiser available to limit transmission through contaminated objects held by guests. Encourage guests to use own equipment where possible	Disinfect and deep clean		Regularly deep clean (as required) Replenish hand sanitiser as required	

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Inaccurate Staff Briefing / Inconsistent Messages	Communication with staff	Pre-Shift updates/briefings re current HSE Guidelines and any recent changes.			Before each shift (as required)	
Incorrect or out of date contact details for staff	Communication with staff	Ensure contact details for all staff are up to date e.g. mobile numbers	Develop a 'cascade' emergency communications plan		As required	
Accessible information for staff	Communication with staff	Notices in staff areas outlining details provided in staff briefings.			As required	
Unprofessional and inaccurate signage	Signs and notices	Print and display signage available online www.failteireland.ie/Utility/COVID-19.aspx www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/			As required	
Multilingual signs and information	Signs and notices	Offer materials in multiple languages to educate customers in various languages about hand and respiratory hygiene.			As required	

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Handling of documentation by various staff members	Staff process and procedure documents	SOPs, recipes, rotas, bookings, etc. used by staff may be laminated if possible	If laminated, disinfect		Disinfect regularly (as required)	
Uninformed staff with inadequate direction	Covid-19 case possible / Someone presents with symptoms	Ensure staff are aware of steps to take and appoint senior staff as deputies to lead teams.	Plan the steps you will take in the unlikely event that a case is identified within your property. Follow HSE guidelines		As required	