

The welfare of our guests, visitors, contractors, and team members lies at the heart of the Forest Holidays ethos. In preparation for our sites reopening, the Forest Holidays team has undertaken a comprehensive review of every aspect of our guest's journey and department activities. The subsequent risk assessment, and controls we have put in place demonstrates a low risk score for cross infection.

Below we've detailed for you the main risks which were identified and the key controls which have been put in place for your welfare:

Main Risks:

1. To keep Social distancing in all areas around the site
2. The need for increased hygiene and cleanliness
3. An ability to `track and trace` any contacts of individuals testing positive to Covid 19

Key Mitigating Control Measures:

- Social Distancing:

Each site has been mapped out with signs, directions and guidance to keep people apart while still able to move around the site easily. Don't worry, team Hosts will be available to guide you. Some public areas have been closed or adapted, with `seated` food service suspended and replaced with a wide-ranging delivery package. Screens and hand sanitiser have been installed in key locations, and the number of people attending activities or able to assemble in central locations has been limited. Despite this we're confident we can still provide you with the majority of our normal Forest Holidays experiences.

- Cleanliness

To ensure your comfort, we've increased the size of our housekeeping teams to deliver an enhanced and robust cleaning schedule across the sites. Check in and out times have been changed to allow for cabins to receive a secondary clean of handles, surfaces and soft furnishings and a final quality check before they are sealed ready for your arrival. Your cabin keys will be sanitised and handed to you in a sealed bag with your site map.

Hot Tubs will continue to be maintained to our usual high standards. With the use of Bromine as our primary sanitiser, they represent a very low contamination risk. However, as an extra precaution and for your reassurance, all surfaces will receive extra daily sanitisation.

- Track & Trace

To ensure we comply with the `Track and Trace` safety initiative, we'll be adhering to a strict distancing policy for teams across the sites. Combined with the provision of PPE, robust cleaning regimes and managing the flow of people, we're confident that in the event there's

a positive case of Covid 19 onsite, the risk of any contact will be minimal and can be managed quickly and safely.

The above provides a summary of the changes that have been made for your welfare, however, if you'd like more information during your stay or you have specific requirements, please speak to a member of our team, who will do their best to help you.

We respectfully request that all guests, visitors, contractors and team members support these measures so we can continue to offer the very best of Forest Holidays. Our systems and processes will be kept constantly under review in accordance with current government guidelines.