

## Welcome to The Thomas Centre

We are so pleased to welcome guests back here again, after the most difficult of years for us all.

Could we please ask you to read this folder in its entirety: we have had to make many changes so that we can confidently re-open the estate and this will bring all the relevant facts to your attention.

Firstly, what can you not access and what restrictions have we had to put in place?

The following facilities on the estate remain closed:

- The Gym (this is now a storage room, details later)
- Bill's Barn (but we have put several items in the new marquee)
- Josie's Corner (this is now a storage room, details later)

The following areas have restricted access:

- The Bike Barn (access with our Park Rangers 9am to 6pm))
- The Go Kart Barn (access with our Park Rangers 9am to 6pm)
- The swimming pool is open, but the changing rooms remain closed (see Linda for your booking times).

We ask that revised swimming times are respected. Booking times have been extended to one hour and fifteen minutes. One hour is for you and 15 minutes is for our Park Rangers, so they can adequately sanitise contact areas before the next booking.

The next few pages detail what to do before your departure and also details of what our team have done to ensure your safety, the safety of our staff and of course our own family safety.

Finally, we will do our level best to accommodate any concerns you may have, so please do not hesitate to raise any matters with us.

*Jan, Richard and the Thomas Centre Team*

## Changes to the pre-departure requests

Due to the demands of "Covid Clean" we have had to double our usual staff numbers to prepare the estate for your arrival.

That is to say, it took 98-man hours per changeover and we have to do this in a small window between 9am and 4pm!

For this reason, we have had to change our arrival and departure times as follows:

**Arrival Time: 4pm onwards**

**Departure time: by 9am please.**

Prior to departure, we ask that you complete the amended pre-departure sheets (copies at the end of this pack).

It is really important that you help us in this small area and we thank you in advance for your understanding.

## Park Rangers

To ensure we maintain the highest hygiene standards throughout your visit, we have hired "Park Rangers" since re-opening in July. They will be in place until the end of October half term.

These are local students and for September and October your Park Rangers will be Joe & Jack. They will be providing support for every day of your holiday, from 9am to 6pm.

Apart from controlling access to key controlled areas of the estate, crucially they will be assisting in the access and sanitising controls in our swimming pools.

Please respect their instructions at all times, as these are based on our own risk assessments.

## How has Covid19 affected our changeover routines?

Normally we clean to “bacteria” levels, that is to say industry standard cleaning products that will ensure contact areas are free from the likes of E-coli, MRSA etc.

As we all now know, Covid 19 is a coronavirus. So, we are now working to “virus” levels. To achieve such levels, we have chosen to implement the following:

- Removal from your property:
  - Cushions, books & videos have all been removed.
  - Excess glassware, cutlery, crockery and cooking utensils.  
(these are all now stored in Josie’s Corner; hence it has been closed)
- Quarantine duvet and pillows for 72 hours (this is the maximum time this virus can stay active on contact surfaces). They will be stored in the Gym and re-issued at the next changeover, thereby achieving the 72-hour rule.
  - To allow this to happen, we have had to purchase huge quantities of duplicate stocks.  
(these are all now stored in the Gym; hence it has been closed).
- Steaming:
  - For every changeover, we now steam clean all floors.
- Sanitising:
  - Once cleaning has been completed, every contact area has been sanitised to EN14776 (virus level).

## How has Covid19 affected our estate?



Bills Barn has to remain closed as it includes the large soft play area, which we cannot keep fully sanitised. So, this is the marquee that we have hired until the end of October. This is the new home for the Skittle Alley, Table football, Grand Chess and Table Tennis.



Josies Corner is now a storage room for all our soft furnishings and our quarantined stocks of cutlery, crockery, glassware and cooking utensils.



The Gym is now our storage for all our quarantined bedding stocks that are not laundered. To achieve this, we had to purchase duplicate stocks, that is to say 42 new duvets, 42 pillows etc etc!

## What has been the cost of getting The Thomas Centre open again?

Additional Housekeeping staff hired to meet "Covid Clean" standards £4,100

Two industrial grade steam cleaners: £480

PPE, sanitiser EN14776: £600 (estimate)

Marquee Hire for 16 weeks: £2,000

Duplicate sets of 42 duvets, pillows and pillow protectors: £750

Park Rangers: for July and August, 4 Rangers: £7,775

For September and October, 2 Rangers: £4,550

Hours spent planning and writing risk assessments between Jan, Linda, Derrick and Richard: too many to count!

Bookings/revenue lost so far this year? 160

**Total outlay: +/- £20,000 and countless sleepless nights!**

**All of the above said, our thanks go to our staff in helping us get ready for your holiday and most importantly, to you for coming. Have a great holiday!**

*Jan, Richard, Linda & Derrick,  
the Housekeeping Team and our Park Rangers.*