

Coronavirus Business Update: Access

Access & Opening Guidance for Caravan Storage Sites from 5th January 2021

What if a customer wants to retrieve their caravan?

The government has categorised caravan storage facilities as being the same as car parks, which mean they can remain open. It is our view that facilities can open and allow access for collection of caravans or to carry out maintenance and servicing provided that social distancing can safely be maintained.

Day trips are unlikely to be permitted, in addition to staying at another home (including a caravan) unless it for one of the reasons specifically set out in law, such as critical workers where required for reasons relating to their work. Customers should be reminded of this.

If a customer does collect a caravan then they should be further reminded that permitted travel does not include visits to campsites, caravan parks or similar places, either for isolation or holidays. It is likely that these places will remain closed for the foreseeable.

What if customer wants to access or collect an item from their caravan?

This should be permitted provided that social distancing can safely be maintained. Appointment systems should be in place and they should be reminded that access will only be given for maintenance or to collect essential items.

SELF ISOLATION

Can a customer attend their caravan in order to self-isolate?

Customers should be reminded that it is vital that any persons showing symptoms however mild must continue to self-isolate at home (their place of primary residence) and not look to travel to their caravan to self-isolate.

The government guidance remains that essential travel does not include visits to second homes, camp sites, caravan parks or similar, whether for isolation purposes or holidays. People must remain in their primary residence.

In addition, CaSSOA's standard terms do not allow customers to occupy their caravan on their site. We would always strongly advise against allowing customers to occupy caravans on site. Even outside the current crisis, there are likely to be additional health and safety and other regulatory requirements and you would need to have appropriate licences and insurance.