

Dear friends of Paultons Park,

We've been entertaining generations of families at Paultons since May 1983 and through those years, we have never experienced a moment in time quite like the present. It goes without saying that every decision we have made through this challenging time has been with the best interests of our guests and staff at heart.

Without doubt, the COVID-19 pandemic is impacting families, businesses and communities in unprecedented ways. Paultons Park, along with many other organisations, is facing extremely challenging times, but we will remain true to our values of safety, quality, success and care for our guests and staff whatever the next few months throw at us.

We are disappointed that the upcoming launch of our new world, Tornado Springs, has been delayed. Our teams and contractors have worked tirelessly over the last 18 months to create a truly unique and immersive experience. However, the work and dedication of everyone involved in the creation of Tornado Springs has not been in vain and we will look forward to firing up Storm Chaser, our magnificent new coaster together with all the other exciting rides and attractions and seeing families experience the thrill of our new world when the time is right.

I am grateful to have such an experienced and committed livestock team on hand to look after all the birds and animals we have at the Park whilst we are closed. Our Fennec Foxes, Penguins and Meerkats are sure to miss the attention our guests give them each day, but we'll be there to keep them entertained while you're unable to visit.

Paultons Park has always been a family owned business and I am grateful to have my wife and three children supporting our business alongside me. As a family, and with the help of the amazing team we have at Paultons Park we will prepare for when we can confidently and safely open again, to continue providing families with the Paultons Experience we know is loved so well.

We cannot wait for the day that we can re-open the gates, the music across the park plays again and we stock up our kitchens for hungry thrill seekers. I will be delighted to see Peppa and George greet our youngest guests, our cheeky penguins entertain families. I'm hoping that it won't be long before Paultons Park comes back to life, filled with guests who we know truly are the beating heart of our business. Until then, stay tuned on our website and social media channels, as we're working hard to find ways for families to get a taste of the Paultons magic at home.

I would also like to personally send a message of thanks to the dedicated people that work within the NHS. Nothing will give us more pleasure than to welcome you and your families back to the Park as soon as we can.

Life can be like a rollercoaster; plenty of ups and downs with some sharp twists thrown in along the way. We learn to enjoy the rollercoaster of life, which brings new challenges, learnings and ideas with each new twist and turn. We will come out of this stronger and more determined than ever to create unforgettable memories for even more generations of children.

From my family to yours, stay safe and stay well. We look forward to welcoming you back to Paultons Park once this crisis has passed.

Best wishes,

Richard Mancey, Managing Director

