

Covid Guidance for our guests.

The Government is only allowing accommodation businesses to re-open subject to **certain conditions being met**. We have been issued with protocols that outline new cleaning and safety requirements. These are **to ensure your safety**, and that of our team and our family. It will, however, mean that things are slightly different from usual, and we will be asking for your cooperation with a few things.

ARRIVAL

Keys: We will thoroughly clean the keys to the property and leave them in the front door. We request that on departure you do likewise.

Handover: We will as far as possible conduct your handover outside the property at a safe distance – this will mean we are unable to give you a full tour of the facilities. Should you have a query please either phone us on 01884 821176 or contact us at the gatehouse.

DURING YOUR STAY

Some things may be missing: - to reduce the risk of touch contamination, we have been advised to remove as much as possible from the cottages. This means that the bed throws, ornaments, paper information leaflets, toys, games, etc have been kept to a minimum. We have also reduced the quantity of some kitchen equipment, as the requirement to rewash every item between guests (even if it is clean) would not be possible in the time with the usual quantities.

Other Guests: For non-exclusive holidays, you may find guests in the other property. We request that you comply with the social distancing guidelines set out by the government.

Pool and Hot Tub: The government guidelines prevent us from sharing the pool or hot tub between guests staying in other properties. Where possible we will agree with you 'an every other day rota' during non-exclusive lets, this meets the government's guidelines and creates minimum disruption to your holiday.

DEPARTURE

Cleaning will take extra time: because of the Covid-19 risk, we now have to "double clean" - first our usual high level cleaning, and then going over everything again with a virucidal sanitiser. This means that we need extra time for each changeover, so departure times will now be slightly different. We still aim to be ready for your arrival at **4pm** (please be patient if we're not) but we are changing the departure time prior to 9am so we have time to double clean everything.

Please strip your beds before leaving: However, as 7/10 people who have had the antibody test did not have any symptoms, the Government is advising we have to assume that someone in your party **COULD** be carrying the virus. The main route for contracting the virus is airborne, and it is considered that removing bedding could make the virus airborne, which is why they advise asking guests to strip the beds themselves.

Please empty all bins: Please can you tie down all bins (including bathroom bins) and put into the outside bins.

Please fill the dishwasher: with a full load of crockery and cutlery and set it running before leaving (do not empty it). We are now required to re-wash **everything** between guests, so it would help hugely if you could put all plates, cutlery, cups etc in the dishwasher before leaving, not just your breakfast things.

IF YOU DEVELOP SYMPTOMS

If you develop symptoms: we sincerely hope that you will have a happy and healthy holiday. However, should a member of your party develop symptoms, please contact Angela Malyon immediately on 01884 -821176 and self-isolate where you are to minimise any risk of transmission, and request a test. The Government advice is to return to your primary residence, and self-isolate there for a period of 7 days (14 days for the other group members).

We hope that you will have a fabulous holiday. The “new normal” may be slightly different than what we are all used to, but it is great to be able to get away again, and if we all take responsibility for minimising risk, then hopefully we won’t get locked down again!

For more details please see our Covid risk assessment on our website.

Updated 01 July 2020