



## COVID 19 UPDATE

Due to current Covid 19 we have made a few changes at our cottages, which we hope reassures guests and helps keep everyone safe. If you have any concerns please get in touch.

We ask that guests ensure they have relevant travel insurance at the time of making a booking.

DO NOT TRAVEL if you or any member of your group are ill or are displaying any of the Covid 19 symptoms which include ( A loss or change to your taste or smell, a high temperature or a new, continuous cough ) or if you have been told to self isolate. In these circumstances do not travel.

We will try to keep check in (4pm) and check out ( 10am) times the same, but may need to change these to allow for additional cleaning. We will contact you if it is necessary to change these times.

Check in will be by key safe to the right side of the cottage door. The keys and keypad will be sanitised and you will receive the key code prior to your arrival.

Hand sanitiser will be available inside the cottage, all wash basins have soap and or hand wash.

For the immediate future cushions, sofa and bed throws have been removed from the cottage.

All crockery has been washed by dishwasher but if you have concerns about equipment you should rewash to satisfy yourself.

At the end of your stay please open the cottage windows, empty all bins and place rubbish in the outdoor bin at the side of the property.

We have Liaised with our cleaners and adopted cleaning practices in line with UK Hospitality Guidelines- we are using products certified to EN1276 for bacteria and EN14476 for viruses. Loose soft furnishings have been removed and steam cleaning or suitable spray will be used on those still present.

Cleaning products are stored under the kitchen sink and also in the hallway cupboard. Please feel free to use them during your stay. Always wash your hands afterwards. Please ensure that if you have small children staying you remove the cleaning items out of their reach. We are not providing disposable gloves or masks, hand washing is still the most effective thing you can do.

We have a cleaning checklist used every changeover which has been updated to include all touch areas, all hard surfaces, door and window handles, light switches, remote controls

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Our cleaning checklist can be seen on request.

PLEASE NOTE We accept no liability for a guest contracting COVID-19 during their stay. We will do our best to make sure the cottages are clean, but we cannot control our guest movements, the people they meet, or the standard of hygiene at other places they may visit.

## COVID -19 SYMPTOMS

If any guest or any of their party has any symptom of Covid-19 prior to their stay they should contact us immediately and we will try to change the booking to an alternative date.

UK Hospitality Guidelines state :-

If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. In the event of this happening, if your stay has to be extended you will be liable to pay for all affected bookings.

Anyone with acute symptoms such as breathing difficulties should seek help immediately

999 Emergency Services

NHS 111 online coronavirus service

<https://www.nhs.uk/conditons/coronavirus-covid-19/>

<https://www.gov.uk/coronavirus>

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