

Making you feel at Ease - Safer Stays

As always we are doing all we can to ensure your stay is as safe as possible, especially in these challenging times whilst the world combats Covid-19. The situation is fluid but we remain adaptable. We have the following additional measures in place so you can relax and enjoy your needed break.

All cleaners / tradesmen wear adequate PPE; All cleaning staff and indeed any tradesmen who access your property wear appropriate PPE and follow government guidance on working safely. This includes the wearing of gloves and face masks as a minimum. Hands are washed on entry and exit. No tradesmen, unless deemed truly essential, will be required to enter your property. Should such a situation arise we will speak with yourselves first, as always, to arrange a convenient time.

Additional cleaning measures; In addition to our rigorous regular cleaning we are also now sanitising high touch items. This includes, but is not limited to: liquid soap bottles, key boxes, handrails, remote controls, light switches, thermostats, plug sockets, kitchen chairs, cots, appliances, blind cords, door handles, window handles, taps and flushes, coasters and place mats. Our cleaners use the best antiviral product at their disposal.

Non essential items removed; Any non-essential items which are difficult to clean have been removed from your property e.g. board games etc. Sadly this means we have also had to put an end to our welcome goodies and we can no longer provide cot bedding. **Bed throws and bed cushions remain in place and are treated with fabric disinfectant between each party. We kindly ask however that you take these off your bed when in use to reduce the risk of infection further.** Liquid soap, as always, is provided.

Extra cleaning time; We have sadly had to move our check in times back to 1700 and check outs forward to 0900.

Safer arrival and departure; We are now using key boxes to limit face to face contact. All property guidance is also available in paper format. As always we are here if you need us and will follow all necessary guidance should we need to meet. Please just call the office or send us a text.

Suspected Covid-19 cases; Should any of your party be unwell before their arrival they must not travel. Our deposits remain valid for 2 years should this result in a cancelled stay for the whole party. Should anyone become unwell during their stay with suspected Covid-19 symptoms please inform us immediately. Similarly should someone display symptoms within two weeks following their stay you must also inform us. In booking a property through ourselves you agree for us to hold, under GDPR

guidance, your true and current contact details through which we would contact you. As lead guest we would ask you to inform all other members of your party.

Should the party prior to your stay display symptoms we need to leave the property empty for 72h for a deep clean. Should this be required we will inform you immediately.

Similarly if any of the cleaners / tradesmen who have accessed your property present with symptoms we will inform you immediately.

Out and about; Lots of people live and work on the estate. As always please respect that and follow all necessary social distancing guidance. Should you have to go through any gates etc. please use gloves.

Local facilities; Please also respect our local community. We live in a beautiful and remote part of the world and we want to keep everyone safe.

Your help; To reduce the risk of exposure to our cleaners please could you **kindly strip your bed at the end of your stay and place all items in the laundry bags provided. If you could also kindly place all towels (including dish /oven cloths) into the same bag that would be most helpful** - Please ensure everything is dry. **Mattress protectors should remain on the bed – these are treated with fabric disinfectant.**

As always should you have any concerns or questions please don't hesitate to get in touch.