

## **COVID 19 NOTICE (addendum to Standard T&C's)**

During these difficult times, health and safety is of paramount importance to us. We are required to take additional steps to help keep guests, cleaners, ourselves and local residents as safe as possible and reduce the risk of spreading the COVID 19 virus.

These steps mean a change to our cleaning regime before and after your stay, as well as the following requirements that we are asking you to comply with:

1. If you feel unwell prior to your travel and are experiencing COVID 19 symptoms, please do not travel. You must cancel your holiday. As per our existing T&C's, it is recommended that you take travel insurance to cover your holiday with us.
2. If you experience symptoms during your stay, you must vacate the cottage as soon as possible and let us know in order that we can arrange for professional deep cleaning to be carried out. If you are unable to travel home, you will be liable for any additional nightly fees.
3. The welcome book contains helpful information about the cottage/facilities, which is provided in plastic wallets. This book will be wiped with disinfectant prior to your arrival and we kindly request that you do not remove the pages from the plastic wallets.
4. We have not removed any books, maps or games from the Cottage. These can be found in a bookcase in the lounge and can easily be avoided, but should you decide to use these items, please ensure you wash your hands before and after.
5. Please use the laundry bags that are available in each bedroom on the day of your departure for all bedding and towels.
6. Rubbish is collected by the Local Authority on a weekly basis, but they will not come to the rear of the property to remove the bin bags. Red bin bags are supplied for all waste and you must place these at the front of the Cottage for collection on Thursday morning - a pair of disposable gloves will be supplied for this purpose. Whilst this is part of our normal weekly routine, your cooperation during this pandemic would be very much appreciated.
7. Plenty of hand wash and cleaning/disinfecting products will be available in the bathrooms and kitchen for your use during your stay.

## **ADDITIONAL CLEANING REGIME PRIOR TO AND AFTER EACH GUEST:**

- A. Some soft furnishings have been removed from the cottage, such as cushions from the window sills. However, cushions will be placed on the sofa and rotated each week
- B. Bedding, towels, mattress/pillow protectors will be removed from the Cottage and washed on the highest temperature setting possible. There will be at least 1 week before these items are placed back in the cottage.
- C. Although part of our usual cleaning process, please be aware that the following items will be cleaned AND/OR disinfected prior to your arrival:
  - Keysafe pad
  - Door handles (internal & external)
  - Bin lids
  - Kettle, Iron/Board, Hairdryer, TV & DVD Remotes
  - Heating thermostat, heating booster button, light switches, window handles
  - All sinks, taps, toilet handles
  - Cupboard surfaces and handles
  - Work surfaces
  - Guest/Information Book
- D. Rubbish is collected by the Local Authority every Thursday morning, but they will not come to the rear of the property to remove the bin bags. Red bin bags are supplied and guests must place these at the front of the Cottage for collection. A pair of disposable gloves will be supplied for this purpose.
- E. Prior to leaving the cottage, guests are asked to place used bedding and towels into the laundry bags that we have left in the Cottage