

Coronavirus/Covid-19

The risk assessments are complete & we've complied with all requirements. We have a new plan in place to enable social distancing in the car park, new garden arrangements have been created, along with separate bin areas for Horseshoe and Bay Tree Cottage. We have developed a new cleaning & sanitising regime, to make you feel safe: our cleaning team have gloves, masks & aprons to use in the cottages and a new cleaning plan to follow.

Apple Barn is managed by a different team, using the same principles, and has its own parking, garden & bins.

We have put new information files in our cottages which are sanitised each stay. I am happy to email the cottage information if requested with booking confirmation.



We have signed up to the **SAFER STAYS** initiative, committing to providing the safest environment we can for your stay, so you can enjoy your holiday home with confidence.

SAFER STAYS GUIDING PRINCIPLES FOR CUSTOMER REASSURANCE

Understandably cleanliness of accommodation is now top of the list when considering a holiday property. The following principles form a crucial part of receiving our "Safer Stays" badge.

CLEANING PRINCIPLES:

Our housekeepers wear appropriate PPE equipment and are trained in the new cleaning regime to enable them to work safely, providing you with the safest clean environment we can.

MAIN SURFACES & ITEMS ARE SANITISED Sanitising disinfectant will be used on all hard surfaces and heavy-use items such as worktops, tables, welcome folders, remote controls, switches, sockets, cords, door/window handles, thermostats, plugs & appliances.

NON-ESSENTIAL ITEMS ARE REMOVED Non-essential items which are difficult to clean have been put away in cupboards, such as board games, books, surplus crockery, and decorative soft furnishings such as cushions and throws.

We ask that if anything is taken out from the cupboards that you leave it out to be sanitised.

EXTRA CLEANING TIME ALLOWED Customer check-out will be by 9am and check-in will be after 5pm to allow extra time for cleaning: disinfectants need at least 1hr to dry and air in the property once previous guests & our housekeepers leave.

GUEST SAFETY DURING STAY Hand sanitizer is provided at the entrance & liquid soap inside our cottages for guests to use during their stay.

REPORT AND MANAGE INFECTION CASES We have committed to government guidelines on reporting and managing potential infection cases. We must be advised if anyone staying becomes ill with Covid symptoms.

GUIDING PRINCIPLES. We want to ensure that our guests feel comfortable and not pressured into "contact" situations, so forgive us if we don't come to see you. I am available on my mobile 07951745033 or by email louisem200@hotmail.co.uk should you need help or advice, (landline 01430422266). We want you to feel confident that we will deliver a good service whilst keeping distancing measures.

SAFER ARRIVAL & DEPARTURE PROCESSES

Key collection and key drop without face to face contact, using our key safes. Key safes are classed as a high touch item and are sanitise appropriately.

PREVIOUSLY SHARED FACILITY USAGE OF COURTYARD GARDEN, PARKING & BIN AREAS: Measures have been taken to change these areas to make them totally separate to enable social distancing.

