

Welcome to your holiday home!



To ensure your stay with us is as safe and enjoyable as possible, please read the below guidance which sets out some essential changes and information for your stay.



Enhanced cleaning processes

To minimise the risk of exposure to Covid-19, we have thoroughly cleaned and sanitised your holiday property using an extensive new cleaning process. Particular attention has been paid to high-contact sites, such as light switches, kitchenware, clothes hangers, door handles and more.



Earlier checkout times

We want to keep all our guests safe, so to give our cleaners enough time for the additional cleaning that is now needed, the checkout time at this property has been revised to 9am (this supersedes any previously indicated checkout time).

Please ensure you leave by 9am as our cleaners will not be able to prepare the property for our next guests until it is empty. Thank you for your understanding and help with this.



Removal of items from the property

As an additional safety precaution we have removed non-essential items that are difficult to clean to the standards required in the current situation. This might include books, games, DVDs and ornamental furnishings.



Cleaning and maintenance requests

If we are scheduled to come and clean the property during your stay, our cleaning team will get in touch to agree a suitable time for this. All guests will need to leave the property whilst the cleaner is working.

To keep our guests and our teams safe, we have made some changes to the way we'll deal with any maintenance that's needed during your stay:

- Where possible, we'll give advice and support over the phone to help you resolve any non-essential maintenance issues. You can find our contact details in your property information folder.
- If we need to visit the property for essential works during your stay, we will prearrange a convenient time with you. We would require the property to be empty whilst we undertake any work.
- We'll carry out any work which is deemed 'non-essential' after your stay.



How you can help

Our teams will do everything they can to ensure your stay is safe and enjoyable. Here are a few things you can do to help reduce the spread of Covid-19 during your stay.

During your stay

- It goes without saying that you should follow the national guidelines on reducing the spread of coronavirus, by washing your hands regularly and coughing/sneezing into a tissue which you then put straight in the bin.
- We also recommend washing your hands whenever you leave or return to the property.

Before you leave, we need you to do a few things:

- Please remove the linen from all beds (excluding any mattress and pillow protectors), and place it in the clear bags provided.
- Place all towels together in a separate clear bag. Linen and towels must be bagged separately.
- Remove all waste from the property, following the in-property guidance.
- Wash up as much as possible, using hot soapy water.
- Where there is a dishwasher, load and start the cycle, but do not empty the dishwasher when it is completed. Our cleaners will empty the dishwasher and return all items to the correct places.



What to do if you develop Covid-19 symptoms

The NHS currently identifies a **high temperature** or **new continuous cough** or **loss or change to your sense of smell or taste** as potential signs of Covid-19. Should anyone in your party develop these symptoms, or receive a track and trace alert, please follow this procedure:

- Follow the relevant NHS guidance on self-isolation to help stop potentially spreading the virus. Some or all of your party may need to remain within the property.
- Call the NHS on 111 to discuss your symptoms, or visit <https://111.nhs.uk/covid-19> to check your symptoms and get the latest advice and general information about Covid-19.
- If you have a suspected or confirmed case within your party inform us immediately on **0800 0487197** or by email inform@originalcottages.co.uk
- It is important that all suspected and confirmed cases of Covid-19 are reported so that we can take the necessary precautions to ensure the onward safety of our staff and guests.

We appreciate your support and cooperation in protecting the safety of your party, our teams and our guests.

**Thank you for reading this important information.
We hope you enjoy your stay!**

In the event of an emergency, or if you need help or advice from us, please refer to the contact details provided in your pre-arrival information. A copy may also be available at the property.

