



PUDDING COTTAGE COVID 19 STATEMENT

In light of the recent Covid 19 pandemic we have had to make some adjustments in the way the cottage operates. We hope that these changes do not impact too much on your holiday but hope you will understand why we have had to implement them.

1. Cleaning.

Cleanliness is incredibly important and plays a key part in the health and safety, satisfaction and overall experience of a guest's holiday, and now more than ever, it is critical to reduce the risk of spreading infection. Together with our housekeeping company Lakelovers we are implementing the self-catering industry's protocols for cleaning and disinfecting the cottage.

In a nutshell in addition to our normal rigorous cleaning regime:

- All touch surfaces e.g. light switches, door handles, keys, bannisters etc will be cleaned with a viricidal agent.
- All soft furnishings and mattresses will be sprayed with a viricidal agent.
- All mattress toppers and pillow protectors will be washed at a high temperature following every stay.
- Duvets and pillows will be changed and left fallow for a week between guest stays.
- Full details of Lakelovers cleaning protocols can be found by following this link, <https://email-lakelovers.co.uk/58UB-7ZL7-28M8I7-5AB64-1/c.aspx>
- There will be antibacterial hand sanitizer and extra soap in the cottage for your stay.
- All cleaners have been trained on the spread of the Covid virus. They will always be wearing full PPE. Gloves, hand sanitiser, shoe coverings and masks.

2. Kitchen equipment.

It has been advised that **all** crockery, glasses and cutlery are put through the dishwasher at the end of each guests stay. To facilitate this:

- We have reduced the amount of crockery and glasses normally available in the cottage.
- We ask that you fully load the dishwasher before you leave and set it going.
- You may find on your arrival that the dishwasher needs emptying if the cycle has not finished before our cleaner leaves.

3. Check in and check out times

In order to facilitate the above cleaning regime you will not be able to check in until 5.00pm and we request that you check out by 9.00am. If you arrive early you are welcome to park in the visitor car park and go for a walk. If our cleaner has finished you are welcome to enter the cottage.

4. Removal of items from the cottage.

Many items in the cottage have presented us with a cross infection control problem. Many of these things are personal touches that we have added to make your stay in the cottage special so reluctantly we have had to temporarily put them into storage. These are as follows:

- Hairdryers so please remember to bring your own.
- Toys and games
- DVD's
- X-Box
- Books and magazines. We are leaving a few local guide books out we suggest you wipe them down with an antiseptic wipe both before and after you handle them.
- Throws and cushions on the beds.
- Dried flower arrangements.
- Cottage information folder. We are developing an app for use on your mobile or tablet that will contain all the cottage information i.e. how everything works local walks, attractions and restaurants. We will let you have the link for this before your stay.

5. Prior to your stay.

- We will email you before your stay asking you to inform us of any medical issues or symptoms of corona virus you may be experiencing before you arrive.
- It is a government requirement that we collect the names and addresses, telephone numbers and email addresses of everyone staying at the cottage, should these be required for future contact tracing. If you have not already done so please let us know now.
- You may find the following guide helpful in planning your holiday.
- https://www.lakelovers.co.uk/customer-guidelines/?utm_campaign=372715_Owners-Covid-26.06.2020&utm_medium=email&utm_source=Lakelovers&dm_i=58UB,7ZL7,28M8I7,VCQM,1

6. What happens if you catch Coronavirus (Covid-19) during your stay

- Following guidance from the UK Government if one of our guests exhibits symptoms whilst staying in the cottage and therefore needs to self-isolate they should return home immediately. However if a guest is unable to return home (i.e. they are not well enough to travel or do not have the means to arrange transport) then they need to contact a Health Care Professional.
- We are advising all guests arriving at the cottage about this and if a guest cannot return home, they will be expected to pay all costs involved with their extra stay.
- Once the guest has returned home, the property will need to remain empty for the following 3 days. We will then 'fog' the property and before re-opening for bookings/arrivals. This could potentially affect your arrival date at the cottage. We will however keep you informed and reimburse anyone who is unable to take part or all of their holiday.

7. Choices Leisure Club.

In lines with government guidelines the leisure club is currently closed. This may change in the coming weeks. We will keep you informed.

8. Local attractions and restaurants.

Many local attractions and restaurants are reopening on 4th July however numbers they are allowed to admit are greatly reduced so we recommend you plan ahead and book in advance of your stay. Needless to say this is a fluid situation and changing by the day. We have provided guides and links in the App that we will let you have before your stay.

Despite all this we hope you have a wonderful holiday Andrew & Sue.