



Staying Covid-19 Secure in 2020

We confirm we have complied with the government's guidelines on managing the risk of Covid-19. For your reassurance, health and safety we have introduced enhanced cleaning and safety procedures in alignment with the Professional Association of Self-Caterers' UK (PASC) advice.

We will continue to monitor guideline developments and adapt our programme accordingly. We hope that such measures will give you complete confidence of your health and safety, and ensure you a peaceful and stress-free stay.

What we are doing:



Self-service check-in/out - we now operate self-service check-ins and check-outs to eliminate social contact.



Hygiene - whilst cleanliness has always been a top priority of ours, we are elevating our procedures so that all possible steps are taken to protect you and our future guests.



Hand sanitisers - we have provided hand sanitiser stations at the door for when you come and go. We encourage you to use a combination of both sanitiser and soap to effectively kill any potential virus.



Hot tubs - as usual, all our hot tubs will be drained, cleaned and refilled upon changeover. There is no evidence to suggest that Covid-19 can be passed through water in hot tubs, and rest assured knowing that hot tubs will remain sterile when maintained correctly.

Cleaning Checklist:

As part of our protocols, we have increased the cleaning of the following frequent touchpoints. *All surfaces are cleaned then disinfected using PASC recommended products.*

- Door handles
 - Switches
 - House Keys
 - Dispensers
- Furniture Handles
- Toilet Seats & Handles
 - Lamp Switches
- Food Contact Surfaces
- Kitchen Accessories
- Remote Controls
- Telephone
- Room Accessories
- Bathroom Handles
 - Hard Surfaces
- Bathroom Sink & Splash Walls
 - Bed & Bedding
- High Chairs & Travel Cots
- Garden & Outside Area
 - Hot tubs
- All lower touchpoints from children

What can you do?

To help us minimise any risk for our future guests, we ask that you continue to follow government guidelines when leaving the house, including social distancing and wearing the appropriate PPE.

Additionally we ask that you:

- Wash all crockery, glasses and cookware in the dishwasher during your stay and return everything clean on departure
 - Clean high chairs (if used) on departure
 - Keep dogs downstairs only and off all furniture and beds
 - Pick up after your dogs - you can dispose the waste across the road
- Inform your house manager of any breakages or damages prior to your departure

Other than that, take a deep breath, relax, and enjoy your stay!