

COVID 19 – TEMPORARY EXTRA PRECAUTIONS AND TERMS AND CONDITIONS

We are doing our best to keep you safe during your stay at Priestlands Bungalow. We are closely monitoring the situation and are following the latest guidelines. We want you to have an enjoyable and relaxing time but we have undertaken a few extra precautions to remove unnecessary risks as far as we reasonably can for both you and us. We will endeavour to keep the property unoccupied for 72 hours between guests, unless otherwise agreed with you. We are undertaking extra cleaning and our upgraded schedule and risk assessment are available to view on request.

If anyone in your party shows any symptoms of Covid 19 in the days leading up to your stay, you must let us know. Those who are symptomatic/unwell and those in contact with them should cancel their visit. You may wish to transfer your visit to a later date in 2020 or 2021. If your new chosen date is for a higher cost week we will not charge you extra. If you cancel, our normal terms apply, ie where the cancellation is within 4 weeks of the holiday period, 50% of your payment, less the deposit, will be refunded unless we are able to re-let the cottage for the cancelled dates.

If there is a future lockdown imposed by the Government, preventing travel, we will refund you in full, or again you can defer your stay to an alternative date.

If anyone in the party should contract Covid 19 during your stay, the current Government advice is that they should immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have COVID-19, they should return home if they reasonably can. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. This may change but for now we must observe this advice. We will discuss the implications for any extended or reduced stay in our property with you as the need arises.

We hope that in the light of the above, guests will not need to extend their stay with us if they contract Covid 19 as they will either go home or into a medical care facility. However in the hopefully rare situation where a guest has no option but to extend their stay and this impacts on your booked dates, we will refund you in full and assist you as far as we can to find alternative accommodation.

We have made the following temporary arrangements:

- On arrival you will find the key, disinfected and in a plastic bag, on the doorstep. Let us know your approximate arrival time and we will keep a look out for you. We would like to greet you, observing social distancing of course, but if you would rather we kept away we will respect this. Alternatively we can speak on the phone on your arrival and once you have settled in to deal with any queries.
- We also ask you to maintain social distancing from us at all times during your stay. If you need help you can phone or text us on 07377 328854. It is also easy to maintain distancing at our front door to speak face to face, observing the standard practice.
- As we don't want to leave any paper instructions in the house, we have also e mailed you the information/instructions about the house. This information is also on our website. If you need help with any of the appliances, just speak to us and we can advise over the phone or from a distance.
- Removal of books, leaflets, CDs etc. from the property. Removal of ornaments and other accessories. A limited number of cushions remain, these will be removed and replaced for every stay and/or quarantined for 72 hours.

- Cutlery, crockery and other kitchen utensils kept to a minimum. If you require any additional item, let us know and we will provide it, freshly washed (you may also wish to wash it on receipt).
- We will continue to provide fresh milk in the fridge for your arrival – the container will have been sanitised. However we won't provide tea and coffee for the moment.
- Please strip off all used bedding, including pillow and mattress covers, and place in the bin bags provided. It will help us if you put the pillow and mattress covers in a separate bag from the other bedding.
- Place all used towels in the bath. We will replace all towels, used or unused, for each set of guests.
- We will provide handwash, antibac household cleaning spray and hand sanitiser. There is also the usual supply of washing up liquid for soapy water washing. Please bring your own rubber gloves/disposable gloves as required. We will not provide any masks.
- On departure leave the windows open and leave the key on the doormat.

Updated July 2020