

Bakewell Holiday Cottages - Special Precautions Related to the Covid-19 Pandemic

A. Things we are doing to minimise the risk to you during your stay with us:

Personal contact

We will keep any personal contact with you to a minimum, maintaining social distancing at all times.

Bookings

We are maintaining a minimum gap of 3 days between the departure of one party of guests and the arrival of the next party. Wherever possible a gap of 6 or 7 days will be maintained which is double the accepted time of 3 days that the virus is able to survive on any surface.

To optimise our cleaning regime we have reduced the maximum number of guests we will accommodate in any party from 7 to 5 which avoids the need to use the sofa beds.

Guest Access, Welcoming and Hand Sanitising

The keys will be left in a key safe at the rear of the cottage. We will provide the key safe code in advance. On or soon after your arrival we will contact you by phone to check that you are settling in and have everything you need.

We are providing hand sanitiser in the kitchen so you can disinfect your hands on entry.

Cleaning and laundry

We have engaged a professional cleaning company, The Welcome Team to carry out cleaning and laundry in accordance with the Covid Ready Guidelines from Visit England, the AA and PASC UK. See <https://www.welcometeam.co.uk/#OurStory>

In addition to laundering all outer bedding we will also launder all mattress protectors and pillow protectors at each changeover.

We will no longer carry out interim cleaning for longer bookings. If your booking is for more than 10 days we will provide you with a fresh set of towels and outer bedding for each week of your stay that you can change yourself. We will provide sufficient cleaning materials so that you can keep the kitchen, bathroom and cloakroom clean. You will also find a vacuum cleaner in the landing cupboard.

You can find full details of our cleaning and laundry procedure here:

<https://www.welcometeam.co.uk/#COVIDUpdate>

Equipment and furnishing

To facilitate thorough cleaning and sanitising throughout the property, we have:

- minimised the amount of printed information in the property. Any information provided is either disposable after your visit or laminated so that it can be included in the cleaning regime.
- reduced the amount of cutlery, crockery, utensils and pots and pans to the practical minimum sufficient for a party of up to 5 guests so that they and the inside of all kitchen cupboards can be cleaned and sanitised more easily.
- removed or reduced the number of loose cushions.
- removed all tourist information, DVDs and books (including the guest book)

Instructions for appliances

We have removed hard copies of instructions for appliances. Instead we have included them in the House Information that is available on our website:

<http://www.bakewellholidaycottages.co.uk/>

Please contact us if you have any difficulty in accessing or understanding any of this information.

Tourist information and eating out

We have removed printed tourist and eating out information. Events that are happening and places that are open are subject to change without notice. Therefore we advise you to do your own research. Our website provides links to places to eat, tourist attractions, walking information etc that you may find helpful– see <http://www.bakewellholidaycottages.co.uk/location/thingstodo>.

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B. Things we kindly ask of you

Here are the things we are asking you to do to help us to ensure that you have a safe and enjoyable visit:

Terms and Conditions

Please ensure that you have read and understood our terms and conditions at the time of booking, in particular those relating to an unavoidable extension to your visit.

House information

In advance of your visit please familiarise yourself and those in your party with the information provided to you by email. You will also find this information on our website.

Please contact us by phone or email if you have any related queries.

Un-used bedrooms:

We would most grateful if, on arrival and during your stay, you would keep the door shut to any bedroom that you do not intend to use and ensure that the "Bedroom Not Used" sign is left hanging on the handle. This will help us to avoid unnecessary laundering.

Minimising the risk of infection or contamination during your visit

Please help to minimise the risk of infection or contamination in the property by:

- being rigorous in following social distancing guidelines and requirements for wearing masks
- regularly washing hands thoroughly.

Suspected infection with Covid-19 – Reporting procedure and actions

- **You Must:** Tell us immediately if anyone in your party develops Covid-19 symptoms during your visit. Do not ignore or try to hide the symptoms. It is important that you act quickly to help yourself and those around you. It is your responsibility to stay safe and keep others safe. If this happens:
- **You Must:** Refer to the **NHS Poster for Guests** provided with the House Information that explains what to do and book a test. You will find further information here:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>

- **You Must:** Immediately communicate the result(s) to us.
- **If you are unable to return home:** we will make arrangements to extend your stay. In line with our Terms and Conditions of Booking, we reserve the right to charge you for the extended period at the full advertised rate and to charge you for the cost of deep cleaning that will be necessary following your eventual departure.

Prior to Departure: We would be most grateful if you would help us as follows:

Bedding & towels: To help minimise the risk to our cleaners, please:

- Strip the outer bedding from all beds that have been slept in and put it in the laundry bag provided
- Put all used towels and tea towels in the laundry bag.
- Put the laundry bag downstairs in the entrance hall.

Washing up: Wash up any dirty crockery etc.

Waste & Recycling: Empty all waste bins, tie the bags and put them in the appropriate bin outside (refer to the waste and recycling information).

Maintenance or Breakages: Contact us or leave a note about any maintenance that may be required or of any damage or breakages that have occurred during your visit.

Check for anything left behind: Please check thoroughly in every room to ensure that you haven't left any of your belongings behind.