



## How we aim to keep you safe ...

We're really looking forward to re-opening our doors after the 2<sup>nd</sup> lockdown and welcome guests back to West Heath Barn. Once again, we aim to reassure you that we are doing everything possible to ensure your safety during your stay. We've always prided ourselves on high standards of cleanliness, but the pandemic has heightened the need for even more infection control measures to protect our guests, ourselves and the team who help us here. We keep up to date with the latest recommendations from the Government, NHS, WHO and CDC as well as the leading professional cleaning organisations to ensure we're getting it right. Here's a summary of what we're doing to keep you safe. If you have any concerns, then don't hesitate to get in touch and we'll provide more info where it's needed.

### Accommodation Availability & Arrivals

1. Self-catering cottages are re-opening on 3<sup>rd</sup> December 2020 and we are offering accommodation to guests in accordance with the tier rules which apply to us and to our guest's usual place of residence. We have not yet re-opened our B&B. Our 2 cottages are very self-contained with their own entrances and garden areas and keeping socially distant from us and other guests is easy. By not currently offering B&B we are limiting the number of guests at West Heath Barn at any one time so minimising the potential for uninvited contact with others. It also allows us more time to prioritise cleaning and preparation of our cottages on changeover days.
2. We offer breaks of 3 nights or more (except for peak summer season and the Christmas week) and between each changeover our team of 4 have ample time to clean and sanitise thoroughly before the arrival of the next party of guests. As part of that process, we remove and replace all items that cannot be easily sanitised (e.g. bed linen, soft furnishings and other frequent contact items) and quarantine them for 72 hours prior to re-use. To maximise the time available to fulfil these tasks we are delaying arrival time until 4pm at the start of your holiday and request that you depart no later than 10am on your last day. If you do arrive earlier and your cottage is ready then of course you may go in, otherwise you are very welcome to take a walk, exercise your dog in the paddock or go and meet the alpacas.
3. We live adjacent to the cottages and like to welcome guests personally on arrival and provide keys and a quick briefing. Going forward, the keys to the cottage (sanitised of course) will be in the cottage prior to your arrival and you'll find brief instructions on the table as you go in. We can have a quick chat outdoors, by phone, WhatsApp or Zoom to fill in the details on anything else you need to know. We are always here and happy to chat, provide info or resolve issues but we'll take your lead on whether that is done face to face or remotely.

### Cleaning and Preparation:

1. Our priority is to ensure that our housekeeping team are kept as safe as you are. Regular hand washing and use of alcohol-based sanitizer regularly is a given and everyone will be wearing face coverings, disposable gloves and aprons whilst in the cottages (a separate set for each cottage). It should go without saying, that if any of the team are presenting any Covid symptoms, however minor, they will not return to work until a minimum of 7 days after symptoms have ceased or they have had a negative test.
2. All surfaces will be cleaned and disinfected with CDC approved antibacterial products. Of course high touch zones/high traffic areas will get a double dose of care and attention, but we aim to ensure any items in the cottage are safe for you to touch. For that reason the latest magazines may not be available and the selection of games and DVDs may be more limited than usual





but that's because we're rotating them between each stay to ensure they are safe for you to touch. The information folder and instructions sheets will be wiped down with antibacterial wipes before you arrive.

3. Duvets, mattress toppers, valances, pillows, scatter cushions, throws and other bathroom and kitchen consumables will be switched between each party of guests and put into quarantine for at least 72 hours. This might mean that our soft furnishings are not always as coordinated as we would like but it does mean you can be sure they do not harbour the virus.
4. Bedding and towels are washed on the highest possible temperature with biological detergent to ensure maximum hygiene. We intend to make up beds prior to arrival but if you'd rather do that yourself (or bring your own bedding) then just let us know. At the end of your stay we would ask you to strip the beds and put into the laundry bag provided along with the towels.
5. We ask that you empty all bins prior to departure, including those in bedrooms and bathrooms. Please take away or discard any unused food. Whilst we deplore waste, this is a sensible precaution to take in these times.
6. We want the cottages to be well equipped and homely so we're not following advice to remove all books, games, DVDs and such like but we do ask that if you have used any of them you leave them on the side rather than returning to the shelves so we can quarantine them after you have left. If you'd rather we removed everything just let us know before you arrive.
7. We'll continue to provide the basics (tea, coffee, sugar, oil, vinegar, salt, pepper etc.) and again these will be rotated each week so you can be sure they are safe to touch. The customary welcoming cake will still be provided unless you'd rather we didn't.
8. The cottage is well stocked with cleaning/antibac products and hand sanitiser at the door (also at the dog paddock and entrance gates too). We advise you bring your own supplies too for when you are out and about.
9. Outdoors, we haven't forgotten about gate latches, BBQs, outdoor furniture and such like – all will be appropriately disinfected prior to your arrival. And if you take up the offer of an alpaca walk, we'll ensure that's safe too. Spraying the boys with antibac isn't a great idea, but we will ensure that leads and food containers are safe for you to touch and there's plenty of sanitising gel on hand as and when you need it.

### Your responsibilities:

Naturally we ask that you follow the rules associated with your and our tiers as well as the social distancing guidelines throughout your stay. If you or any member of your party have any Covid symptoms or have been in contact with anyone who has tested positive with the virus in the last 14 days, please advise us of this before your stay. It doesn't necessarily mean we won't be happy to accommodate you, though it may have implications for guests scheduled to arrive once you have left. The same is also true if you develop symptoms whilst you are here – please let us know so we can manage that risk effectively.

We hope this addresses any potential concerns and reassures that we are taking appropriate measures to assure your safety. We will continue to keep up to date with new advice and make adjustments to our protocols as necessary. If you think we're missing a trick, please tell us.

Document last updated 29/11/20

