

How we aim to ensure your safety whilst at West Heath Barn

We are delighted that we have now been able to re-open 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 you and us. We keep up to date with the latest recommendations from the Government, NHS, WHO and CDC 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 as needed.

Accommodation Availability & Arrivals

1. Our self-catering cottages are open and we're accommodating guests in line with prevailing restrictions which apply to us locally as well as our guest's usual place of residence. We are not however re-opening our B&B for the 2021 season. Our 2 cottages are very self-contained with their own entrances and garden areas and keeping socially distant from others is easy. By not offering B&B we are limiting the number of guests here at any one time so minimising the potential for unnecessary 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 (7 night minimum during the peak summer season and the Christmas week) and between each changeover our team of 4 have ample time to clean/sanitise thoroughly before the arrival of the next party of guests. As part of that process, we remove and substitute 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. This does take longer than usual so we may ask you to delay your arrival time to 4pm at the start of your holiday (we'll confirm availability time a few days prior to arrival) and request that you depart no later than 10am on your last day. If you do arrive before the cottage is ready for you then 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 however, for the meantime, the keys to the cottage will be in the door so please let yourself in and make yourself comfortable. We'll pop over and introduce ourselves at a convenient moment and fill in any details on anything else you need to know. We're 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, and they'll be wearing appropriate PPE whilst in the cottages to protect themselves as well as you. 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 and/or they have had a negative test.
2. All surfaces will be cleaned and disinfected with CDC approved antibacterial products. High touch zones/high traffic areas are priority areas, 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. The information folder and instructions sheets will be cleaned 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 between each party of guests.
4. Bedding and towels are washed on the highest possible temperature with biological detergent. 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 removing 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 swap them out after you have left.
7. We'll continue to provide the basics (tea, coffee, sugar, oil, vinegar, salt, pepper etc.) and again these will be rotated after each stay 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 though we advise you bring your own supplies too for when you are out and about.
9. Outdoors, gate latches, BBQs, outdoor furniture and such like will be disinfected prior to your arrival. 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 leads and food containers are sanitised and there's plenty of antibac gel on hand as and when you need it.

Your responsibilities:

Naturally we ask that you follow the prevailing government restrictions as well as 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 able 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 adjust our protocols as necessary. If you think we're missing a trick, please tell us.

