

How we're managing the risk of Covid at West Heath Barn post 19th July 2021

Whilst the legal requirements relating to holiday accommodation during Covid have lessened considerably from July 19th we are not assuming that the pandemic is behind us. Once again, we like to reassure you that we are doing everything possible to ensure you have an enjoyable holiday here at West Heath Barn and have no anxieties about Covid during your stay. We've always prided ourselves on high standards of cleanliness, but the pandemic has heightened the need for further measures. 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 requirements. We're 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 replace items that cannot be easily sanitised in situ and quarantine them for 72 hours prior to re-use. This does take longer than usual so arrival time has been pushed back to 4pm at the start of your holiday and we 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.

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 face masks whilst in the cottages to protect themselves as well as you. Of course 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. Similarly, they will comply with self-isolation requirements if notified of close contact with a Covid case.
2. The cottages are cleaned and sanitised 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.
3. Bedding and any items which cannot be easily sanitised on the spot are switched between each party of guests and put into quarantine for a minimum of 72 hours.





4. 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. Bedding and towels are washed on the highest possible temperature with biological detergent.
5. We continue to stock the cupboards with the basics (tea, coffee, sugar, oil, vinegar, salt, pepper etc.) and of course bottles/jars are cleaned at each changeover. The customary welcoming cake will still be provided unless you let us know you'd rather we didn't.
6. We ask that you empty all bins prior to departure, including those in bedrooms and bathrooms. Please take away or discard any unused food.
7. 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.

Your responsibilities:

We request that you follow the prevailing government guidelines on quarantine, self-isolation as well as social distancing guidelines throughout your stay. If you or any member of your party have any Covid symptoms or have been asked to self-isolate, 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.

