



How we're managing the risk of Covid at West Heath Barn (Updated 16th March 2022)

Legal requirements relating to holiday accommodation during the Covid pandemic have now been removed and we are all being encouraged to get back to normal and "live with Covid". Here at West Heath Barn we are continuing to take the necessary precautions to ensure you have an enjoyable holiday and have no anxieties about Covid during your stay. We have always prided ourselves on high standards of cleanliness, but the pandemic required further measures. As we have learnt more about the risks, we are able to modify and simplify these, although our commitment to providing as safe an environment as possible has not diminished. Below you'll find a summary of what we are doing and what part we ask you to play. If you have any concerns, then please don't hesitate to get in touch and we'll provide more information as needed.

ACCOMODATION AVAILABILITY & ARRIVALS

1. Our self-catering cottages sleep up to a maximum of 6 guests each and both are fully self-contained with their own entrances and private garden space thus social distancing is easily fulfilled.
2. We offer breaks of 3 nights or more (7 night minimum during the peak seasons) and between each changeover, our team of 4 have ample time to ventilate, clean and sanitise each cottage thoroughly before the arrival of the next party of guests. Your cottage will typically be available from 4pm on your day of arrival and we request that you depart no later than 10am on your last day, unless we have agreed arrangements to the contrary. 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 take a brief stroll to 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.

CLEANING & PREPARATION

1. Our housekeeping team will continue to wear face masks whilst in the cottages to protect themselves as well as you. Of course if any of the team have tested positive, they will not return to work until they have completed the most recent government recommended self-isolation period and have produced a negative test.
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 use.





3. At the end of your stay we request that you 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.
4. We continue to stock the cupboards with the basics (tea, coffee, sugar, oil, vinegar, salt, pepper etc.) and of course bottles/jars are cleaned/sanitised at each changeover. The customary welcoming cake will still be provided unless you let us know you'd rather we didn't.
5. We ask that you empty all bins prior to departure, including those in bedrooms and bathrooms.
6. 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 self-isolation as well as social distancing guidelines throughout your stay. If you or any member of your party have any Covid symptoms, a positive test or are advised to self-isolate, please let us know before your arrival. We will still be able to accommodate you, though we may need to take some additional measures to prepare 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.

UPDATED CANCELLATION TERMS

As there is now no legal requirement limiting you from taking a holiday in the UK due to Covid, regretfully we no longer guarantee a change of date or an unconditional refund should you decide you do not wish to take up your reservation with us as a result of Covid. Whilst we have done so for the previous 2 years, we are unable to continue to absorb the financial impact of that and our insurance policy does not provide cover. You can however take out your own travel insurance which typically provides cover should you (or any of your party) test positive and/or be too unwell to take your holiday. Whilst we cannot recommend any particular policy, a Google search yields many alternatives. We urge you to arrange appropriate insurance to cover the risk of cancellation due to Covid, and indeed any other unforeseen event.

For further information on our standard & exceptional cancellation terms see our terms and conditions on our website. These can also be accessed via the link at the bottom of all emails you have received from us.

We hope this addresses any potential concerns and reassures you 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.

Gill & Dave Davies

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