

## **Our Coronavirus Protocol**

We are committed to ensuring that our guests have a relaxing and safe holiday at our cottage at 6 The Maltings, Appledore.

### **With this in mind we have:**

- completed a COVID-19 risk assessment using the PASC (Professional Industry of Self Caterers) guidelines which is available to guests and shows the measures we are taking to reduce the risk of infection
- contact free check-in and check-out by means of a key safe
- a 3 day gap between lettings in addition to cleaning and disinfecting of high contact areas
- a full refund for guests who cannot come because of local/national lockdowns, illness or other COVID-19 related issue

### **We respectfully require guests to:**

- stay home to isolate if they are ill prior to their holiday and inform us immediately. A full refund will be given
- if they display symptoms while on holiday, return home as soon as possible in a safe way within government guidelines and to inform us immediately
- bring their own towels and be rigorous with hygiene
- strip the bed(s) at the end of the holiday and put the bedlinen in the bag provided in the wardrobe ready for collection. Damp teatowels and the bathmat can be left in situ.
- inform us of any problems with the facilities so they can be dealt with before the next booking, or earlier if it is urgent
- turn thermostat down to 13 degrees as the keyholder may not visit immediately
- leave promptly at 10am and not check-in before 3pm on day of arrival

By booking a holiday at 6 The Maltings guests agree to abide by the above.

Thank you for your cooperation.

Gil and Diana Maine (07816 306395)

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