

Beechenhill Farm Corona Virus Policy

23/06/2020

The aim of this policy is to share how we are working and how it will affect your stay during the current Corona virus pandemic.

As you can imagine we are constantly monitoring the situation and reviewing Government's advice. We have completed a risk assessment of the business and are undergoing training on how best to protect our guests and staff. **Your safety and happiness is our main priority.**

Bookings:

We understand guests may be nervous about booking holidays. We guarantee any holiday booked with us that is affected by a travel ban or COVID-19 lockdown will be fully refunded or will have the option to reschedule your holiday. We can now take bookings for holidays starting from 4th July 2020.

What if a guest becomes ill while staying?

- Notify us if you become unwell during your stay and return home as soon as possible as per government advice: Guests showing signs of C-19 whilst staying are required to go for a test at the nearest testing centre. If positive, the guest must inform Beechenhill Farm, then leave and return to their local area if this is reasonably possible.

Cleaning:

We pride ourselves on a high level of cleanliness during normal times, but the current environment calls for a much deeper, more robust cleaning procedure.

We will be running all the glassware, mugs and cutlery through the dishwasher between each stay.

We will use virucide multi-surface cleaners, alcohol cleaners, steam cleaners and multi-purpose cleaners with bleach to ensure all surfaces are cleaned thoroughly.

The following areas will be covered additionally within the new clean procedure:

- Door handles
- Light switches
- TV remote
- Kettle
- Bin lids
- Kitchen utensils (put through dishwasher at highest temp)
- Cutlery & crockery (put through dishwasher at highest temp)
- Glassware (put through dishwasher at highest temp)
- Upholstery arms of armchairs and sofas steam cleaned

- All surfaces and cupboard handles.
- Appliance handles
- Taps
- Flushes
- Hangers
- Hardback chairs
- Condiments/Jars – salt & pepper, tea & coffee etc.
- Microwave and oven dials/buttons
- Outside of soap dispensers
- Cottage door keys

We will provide you with extra cleaning equipment including alcohol based cleaner in the cottage so you can clean hands, and further clean utensils and equipment to your own satisfaction.

All non-essential equipment that would normally be handled by successive guests will be removed e.g. books, games, and information leaflets (we can supply a clean copy if required).

We will remove our printed copy of the Cottage Information Directory and will send you an electronic version in time for your stay.

We have trained our staff on how to prepare the cottages for your arrival, they will be provided with appropriate PPE (aprons, gloves & masks). If a member of staff becomes unwell or notices any symptoms they will be asked to isolate as per government guidance.

Laundry

- Laundry bags will be provided for guests to use at the end of their stay – green for sheets and blue for towels.
- In addition to sheets and towels being washed, pillow and mattress protectors will also be washed between stays.

Contact with guests:

We may not be able to give you a hug on arrival but will do everything we can to give you a warm welcome and make your experience with us the best possible.

When you arrive, you are welcome to go straight into the cottage (your key will be hanging in the entrance) or come and see us at the farmhouse door (keeping to all social distancing advice). We will be available throughout your stay, either come the farmhouse door, or if you prefer call 01335 310274 or email stay@beecehill.co.uk

We will provide electronic versions of the following:

- Cottage information directory
- Local walks
- Local food producers and delivery services
- Local attraction websites

Any payments that need to be made during your stay can be made using our contactless card machine in the farmhouse or by bank transfer.

What our guests can do to help:

- Check in a little bit later (4pm) and check out a little bit earlier (9:30am).
- Adhere to social distancing advice, keeping 2m from other guests and staff.
- If you have children, encourage handwashing before and after using play equipment.
- Do not throw the ball for the dog, or bring your own to throw for her, and take it home after.
- Download and use the track and trace Government app if possible.

At the end of your stay:

- Please strip beds and place into green laundry bags provided and put used towels into blue laundry bags.
- While you are packing to go, please open all the windows and allow fresh air to circulate in the cottage.
- Take rubbish to the main bins provided.

If you have any concerns, special requirements or further questions, please contact us.