

## Railway Cottage: COVID-19 update as at 3rd June 2020

In line with latest UK Government guidelines, we are pleased to be accepting and proceeding with bookings for Railway Cottage that have an arrival date later than 4th July 2020. As always, the safety of our guests and cleaners is of the utmost importance to us and in light of additional risks from COVID-19, we will be operating the following enhanced policy and practices to provide a safe and clean property. We sincerely appreciate your understanding and cooperation and hope that you have a great holiday in Railway Cottage. We look forward to your visit!

### Change to Bookings

- In line with guidance, and until further notice, we wish to operate a minimum gap of 24 hours between check-outs and check-ins. This will provide us with ample time to clean and disinfect all areas. As such:
  - We are asking guests to check-in no earlier than 4pm on their date of arrival
  - We are amending our standard “booking week”, which is now defined as starting at 4pm on Saturday and ending at 2pm on the following Friday (i.e. a 6-night stay). We need to do this so that we can accommodate the 24-hour cleaning gap – and all new bookings will be made on this basis. *We will continue to review the situation with the hope of reverting to a “normal booking week” as soon as we are able to do so!*
  - Please note that for bookings made prior to COVID pandemic, where a 24-hour overlap was not scheduled, we are requesting that the duration of these holidays be reduced by 1 day, i.e. that the departure date is brought forward by a day. We will contact each guest directly where this is required, and if a guest is unable to accommodate this change, we will be understanding with our cancellation policy. We know this may be disappointing, but we need to do this in the interest of the safety of other guests and cleaners. For every booking that is adjusted in this way, we will provide a refund of 1/7 of the booking fee, in the cases of weekly bookings, or on a case by case basis for bookings of shorter durations
- We are enhancing our cleaning regime and providing some additional consumables for guests as response to COVID-19 (see ‘*enhanced cleaning*’ section below). We will not be applying an additional fee to existing bookings to cover this increased cost.

### Important Change

- We kindly request that you bring your own towels and bed linen with you – please note that the cottage has a superking bed and 2 adult single bunks. Please contact us if it is not possible to bring these items with you.

### **Additional Information for Guests**

- As always, we recommend that you have adequate holiday insurance in place.
- We have installed a key lockbox and will provide instructions on how to access the key. We regret that we will no longer be able to greet you at the property.
- We are also sorry that we are unable to provide our customary “welcome tray”.
- We ask that all cutlery and crockery is washed in the dishwasher on a hot cycle, including anything that you might use on the day you leave the cottage.
- We will be reducing the number of toys, books and DVD’s etc to minimise the cleaning effort, so you may want to bring items with you. Please do not remove any items that you may find stored in cable-tied boxes or vacuum sealed bags.
- Please take all left-over food etc with you when you leave the cottage. Please do not leave anything in the fridge or cupboards.

### **Enhanced Cleaning**

- We have always tried to operate to the highest levels of cleaning best practice and have increased these levels as a result of the additional precautions needed to minimise the risk from COVID-19.
- We will be issuing our cleaners with detergents, hand sanitizer, masks, safety glasses, shoe covers and gloves, and have provided guidance for them to focus on high-traffic areas (kitchen, bathroom, bedrooms) and frequently used items (handles, switches, key safes), wiping down surfaces with a recommended cleaner.

### **Guest Health & Safety**

- Please do not travel to the cottage if you suspect that you have COVID-19, or are displaying any of its symptoms. If you contract COVID-19 within 14 days of leaving the cottage, please let us know.
- We would ask all guests to take extra steps to reduce the risk of infection when in Railway Cottage. We promote regular hand-washing, encouraging good handwashing practice with soap and water. We will provide hand-soap, tissues, kitchen roll and toilet paper, as well as disinfectants and cleaning supplies, should you need to clean up after yourselves.
  - Please cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in the bin. If you don’t have a tissue, please cough or sneeze into your elbow, not your hands.

Should you have any questions about these changes, or if you have any special requirements, then please email [janine@railway-cottage.com](mailto:janine@railway-cottage.com) or telephone 0113 8 153045

We are pleased to support you during your stay with us and look forward to your visit!