

HAWTHORNS COTTAGE Covid Policy

In these very uncertain times, we understand that it is extremely difficult for guests to know whether, when the time comes, that they will be able to travel to Hawthorns and have their holiday.

Throughout this pandemic, our policy has been to either refund in full or change the booking to another date, should government guidelines prevent guests from staying as planned. Most of our guests have re-scheduled in the hope that they will be able to stay at a future date, but some have had a full refund if a future date is not wanted.

Please be assured that if you do book a holiday in Hawthorns and government policy changes to make it illegal for you to come and stay (or you have another Covid related reason to cancel) that we will refund your payment in full.

We are also following government guidelines for self-catered cottage cleaning, to ensure that we do everything we can to prevent any germs being passed on from one group of visitors to the next. Equally important is the safety of our cleaners so we are doing things a bit differently. Please see below our cleaning protocols.

CORONAVIRUS CLEANING PROTOCOLS

Due to the coronavirus, we have agreed new cleaning protocols with our cleaners to make sure that Hawthorns is a safe space for our guests. Likewise, to ensure that our cleaners are protected, we are also asking guests to do a couple of things before leaving.

New Cleaning Measures

- Cleaners will be equipped with items of PPE, masks, gloves and aprons which they will wear whilst cleaning the property.
- Cleaners will use hand sanitizer before entering the property.
- The key-safe and keys will be cleaned with anti-viral disinfectant before and after use.
- The property will be aired during the clean to allow fresh air to circulate.
- Cleaners will follow the 'clean then disinfect' protocol
- Particular attention and time will be paid to all high touch areas such as light switches, TV remotes, door handles, small kitchen appliances, thermostats, taps etc. etc.
- Disinfecting products used are tested to EN14476 (which guarantees to eliminate envelope virus' such as Covid-19).
- Soft furnishings will be lightly sprayed with an EN14476 certified anti-viral mist.
- Pillows will also be lightly sprayed.
- Cleaning cloths will be disposed of and replaced between rooms.

Guest Requests

An anti-viral disinfectant will be left outside the property and we ask that all guests use this when entering the property during your stay (or alternatively wash their hands immediately with soap and water).

To help protect our cleaners we ask that guests do the following on the day of departure:

- Remove bed linen carefully with no shaking and immediately place in the large yellow bag which should be in the downstairs hall cupboard. If this has not been left for you, please use large black bin bags instead. Please then place bag(s) outside on the veranda. Do not remove the mattress protector and pillow protectors which will be changed by the cleaners.
- Place all towels in the second yellow bag in hall cupboard (or black bin bag) and also place on the veranda.
- Empty all wastepaper bins from all the rooms into a black bin bag (kept underneath the kitchen sink) and place on the veranda.
- Remove all waste in the kitchen (including the large waste bin bag) and place into the appropriate bin at the end of the garden.

Please note that the DVDs, books and games kept in the upstairs sitting room will not have been disinfected, so if you are worried about touching these, please wait the day after your arrival for books and 4 days after your arrival for DVD cases (unless you wash your hands after touching).

Thank you very much for your co-operation with the above