

Manor Farm Holiday Cottages

Covid-19 measures – Guest Information

As you know we have high standards in our cleaning. The risk of spread of Covid-19 means we still do what we have always done but we have had to change some of our working methods. We must also ask things of you, our guests, so we can all stay safe, stay open and have the best possible experience.

What we are doing:

- ✓ We have completed a risk assessment, become accredited to be Covid-19 safe and have trained all our staff.
- ✓ We have changed our PPE so that all staff have designated clothing and overalls. As usual we use gloves to clean and will change these between rooms and cottages. PPE includes reusable and disposable gloves and reusable and disposable masks.
- ✓ We have purchased steamers for hard to reach areas and fabrics such as window dressings.
- ✓ We use viricidal disinfectants as well as anti-bacterial cleaning products. These are approved products. The viricidal disinfectant is certified as EN 14476 as recommended for Covid-19. **The cottages are not just cleaned but sanitised in as much as is reasonably practicable.**
- ✓ Increased attention will always be paid to handles, hard surfaces, kitchen items, bathrooms and 'high-touch' items.
- ✓ We have added hand sanitiser and swapped our normal hand soap for anti-bacterial soap.
- ✓ Our cleaning regime and pattern has been planned to allow thorough airing and enough time to properly clean and disinfect the cottages.

High-touch items given additional attention include but are not limited to:

- Keys •Key boxes •Handrails
- Remote controls •Light switches and pulls •Thermostats •Plug sockets
- Dining table chairs •Appliances
- Blind cords •Door handles •Window handles •Taps & flushes •Coasters & placemats

Please Note:

- ✓ We have minimised soft furnishings such as cushions and bed dressings. Those that are used are changed between guests.
- ✓ We have temporarily taken out:
 - ◆ play equipment ◆ games ◆ hair dryers
 - ◆ welcome packs ◆ maps ◆ tourist information

We continually monitor and update our procedures in accordance with guidance from the Government, Public Health England, NHS and Visit Britain.

What you can do to help us during Covid-19 measures

We are really happy to be able to reopen and welcome you to the beautiful Yorkshire Coast. The following measures are what we are asking of you to help us remain Covid-19 compliant and accredited and to make your stay and those of others, the best it can be.

Thank you so much.

- ✓ We have been advised to change our opening times and arrival times to extend cleaning times. This gives us the time to clean effectively and allow the necessary time for disinfectants to dry and air in the property post-cleaning (minimum 1 hour).
- ❖ Please do not arrive on your first day before **5pm**
- ❖ Please leave on your last day by **9am**.
- ✓ To get the cottages spick and span and as you would want to find them it would really help if you could:
 1. Please empty **all** your bins (including lounge, bedrooms, bathrooms and kitchen) using the bags provided, to the outside bins.
 2. Please strip your beds and put the laundry and towels into the blue laundry bags provided – they will be in your wardrobe.
 3. Please put all crockery, plates, bowls and cups into the dishwasher on a hot wash before you leave. As always, we have provided dishwasher tablets for you.
 4. Please do not leave any food items behind you in the cottages.
 5. Please leave windows open when you can and before you leave for the last time.
 6. Please wash your hands as often as you can and use the sanitiser provided when you leave and enter the cottages.

Thank you so much for helping us. We want you to have the **best time** and feel reassured that we are doing our best too.

We support the NHS Test and Trace. Your GDPR rights remain the same. The Government guidelines state: “the opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.”

SAFER STAYS

Minimising the risk of Covid-19

