

Covid-19 Update – Well Cottage Guest Information

FLEXIBLE RESERVATIONS ON DIRECT BOOKINGS

We have been completely flexible where guests have had to cancel or move their holiday dates due to Covid-19, and we will continue to work in this way. We will offer refunds or alternative dates, whatever works best for you and for us.

In the event that we have to cancel your holiday due to lockdown or indeed due to illness of a prior guest, we will offer you a full refund or alternative dates.

We will communicate with you as quickly and as transparently as possible, and we ask that you do the same with us – please keep in touch, and if you have any concerns, or you are in a situation where, for example, Covid-19 is suspected and you are awaiting test results, then please talk to us.

WHAT YOU CAN EXPECT FROM US

We've developed a new, more intensive and longer cleaning and sanitising regime complying with standards for Covid-19. We've introduced a 72 hour quarantine for duvets and pillows and removed some soft furnishings, books, leaflets and ornaments in line with current guidance and to ensure that all surfaces can be thoroughly cleaned and sanitised.

If you would prefer to bring your own pillows, duvets or towels, please let us know before your arrival.

We'll practice social distancing and we won't enter Well Cottage during your stay except in emergencies but we're still available to help with any questions, recommendations etc - and for a socially-distanced chat!

WHAT WE'D LIKE FROM YOU

Please adhere to the latest Government guidance regarding keeping safe. Please do not arrange to meet members of other households at Well Cottage.

We are asking that **GUESTS DO NOT ARRIVE BEFORE 4PM**. We will text or phone you on your arrival day if the cottage will be ready before 4pm. If you wish to drop off food for the fridge before 4pm, please arrange with us at least the day before. This also applies if you are organising a supermarket delivery – it's important that you give us at least a day's notice of your time slot.

PLEASE LEAVE PROMPTLY by 10am on your departure day, and please phone us before you leave.
PLEASE DO NOT – strip the beds, or leave the dishwasher running.

We will supply soap by all the sinks in Well Cottage, but please bring your own masks and hand sanitisers.

If you become unwell during your stay with symptoms other than Covid-19, you will be asked to contact your usual Doctor/surgery at home for an initial consultation. The advice is to make sure that you have

sufficient supplies of any medication, plus an extra two-week supply in case you have to self-isolate in Cornwall.

COVID-19 SYMPTOMS

If you or any of your party are contacted by Track and Trace before visiting Well Cottage informing you that you have been in contact with someone with Covid-19, please contact us immediately.

If you or anyone in your party are showing symptoms of Covid-19 you must notify us immediately and remain isolated in your bedroom. You will be expected to return home immediately if you can do so safely. If it is not reasonable for you to travel and you have to remain self-isolated on our premises, you will be financially responsible for any extension to your stay.

KEEPING SAFE IN CORNWALL

Some of Cornwall's key organisations have produced a handy 'Keeping Safe in Cornwall' Information sheet that includes lots of detail about what to do if you become ill whilst on holiday. A copy will be sent to you prior to your arrival, and there is a copy in your Guest Information folder.

PLANNING YOUR STAY

Although Cornwall will be as wonderful as ever, you'll notice some changes, so we want to make sure you make the most of your time here.

Planning is the key to everything: restaurant reservations and visits to attractions are almost completely advance booking only (at the time of writing) in order to manage social distancing and provide a safe experience. Even most takeaways are best pre-ordered – you will be given a time slot to collect your food. If you have plans, check online before you travel for the latest information.

- Please be patient – everything is taking longer!
- Please bear with us – some of Cornwall's narrow streets are not conducive to social distancing and you will find one-way pedestrian systems and marshalls in some towns (including Looe).
- Please be flexible – if a particular car park is full, or a beach looks busy, please be prepared to drive on to somewhere less crowded. There are lots of peaceful places here, even in August – please talk to us if you'd like some recommendations.

Most importantly – be safe, and enjoy your stay!

Jackie & Peter Taylor

1 August 2020.