

# Covid 19 Information Policy for The Windmill

Since it's been announced by The Welsh Assembly Government and The UK Governments that holiday homes could reopen in April 2021. I updated our Covid policy as follows:

## Corona Virus (CV) Health & Safety For Self-Contained Holiday Homes

I've carried out a Risk Assessments based on the research currently available, which of course is all about how best to protect our Guests and Housekeepers from catching Coronavirus from a contaminated surface or item and adapted our protocols and procedures accordingly.

## Reducing the Risk of CV Cross Contamination

In order to reduce the risk of contamination, I will be asking guests the day before they arrive to confirm whether they or any of their party in the last two weeks:

- Have tested positive for CV.
- Have come into contact with anyone they know who has been tested positive.
- They or any of their contacts have shown symptoms of CV.

If the answer is yes to any of the above, they should have undertaken Covid tests with negative test results. Otherwise, their holiday will have to be cancelled.

A full refund will be provided upon receipt of the positive covid test.

For example, some of the preventive measures I've put in place are as follows:

- All items that could be contaminated such as door handles, hard surfaces, even the door keys, will be cleaned with hot soapy water, dried and then disinfected.
- Soft surfaces, such as blinds will be disinfected.
- All crockery and cutlery will be put in the dishwasher on the hottest setting, all pots and pans will be washed.
- Each room will be treated with an Electrostatic Disinfection Sprayer which positively charges the disinfection solution enabling it to stick to surfaces like a magnet.
- I won't be leaving a welcome tray, condiments and store cupboard items.
- All the guest pre arrival information will be sent by email and guest information folders will no longer be left in the properties.

On Departure: guests should put all the bedding, towels etc in the large, labelled bin bags provided to reduce the risk of cross contamination to our Housekeepers.

## Changes to Check-In and Check-Out Times

I'll be asking guests to check-out at 10:00 instead of 10:30 and I will be changing the check-in time to 16:00 but if you call the day before your arrival, I can let you know if an earlier check-in should be available.

## CV Housekeeping Charge

I am going to have to make an additional charge to cover the two Housekeepers instead of one and for the PPE equipment they will be required to be wearing, which will include disposable surgical gowns, gloves, facemasks face shields, overshoes. This will also cover the additional laundry charges as the pillow and mattress protectors will also be changed at every changeover.

The CV cleaning charge will be below what it will cost me and for The Windmill, will be £55.00.

For example, the Electrostatic Disinfection Sprayers alone cost £1,350 and the cost of that is not included in the £55.00.

I'm sure you'll appreciate how important it is that the CV changeover housekeeping is carried out to the highest of standards and I fully understand if you decide this isn't acceptable, in which case, please don't hesitate to call me for a full refund.

## Government Non-Essential Travel Cancellation/Re-Booking Policy

My policy is that if the Government Guidance for CV non-essential travel applies for holidays due to start within the next 14 days, I'm either making a full refund or offering guests to re-book. If you decide to re-book, you may well find that prices have increased.

I'm also stating that 14 days before the re-booked holiday is due to start, that again, if the Government's Guidance is the same on CV non-essential travel, then I will offer the same, either full refund or re-book.

## Property Improvements.

Whilst all our properties were empty, I've used this time to make improvements to The Cottage, The Windmill and The Tower in order that when you do stay with us, everything is looking even more fabulous. I'll post some photos on our Facebook page of The Cottage and The Windmill when they are finished <https://www.facebook.com/whitebeachholiday> or Instagram whitebeachholidayuk