



COVID-19 BOOKING INFORMATION

FOR STAYS UP UNTIL 31 DECEMBER 2021

The well-being of our guests is our top priority. To give you peace of mind when you book with us and to ensure the process is as stress-free and straightforward as possible:

- Should you or any member of your holiday party be unable to travel because
 - they have tested positive for Covid-19 or have been instructed to self-isolate by NHS Test & Trace, and you provide satisfactory evidence; or
 - local lockdown restrictions in either the area where you or any member of your holiday party live or the locality of the cottage prevent travel

then you will be able to postpone your stay for up to 12 months without incurring an administration fee. If the rates for your new dates are more expensive then you will need to pay the difference. If the rates for your new stay are cheaper, we will refund you the difference if you have already paid in full for your stay. However, please note that our Standard Terms & Conditions will apply to the new booking. If you do not want to postpone your stay, then we will refund you any monies you have paid in full.

- In line with the latest Government guidance, we are supporting NHS Test & Trace and will provide them with the names and contact details of all members of the holiday party if requested to do so.
- We will only be taking bookings for stays of 1 week. We will leave a buffer of 1 week between bookings to minimise the risk of infection and to allow comprehensive cleaning to be carried out. As a consequence you will be able to access the cottage from 10am on the first day of your stay and have until 4pm to leave on your departure day.
- Some items may be removed from the cottage such as books, DVDs, games etc to minimise the risk of infection.
- We will provide additional cleaning products so that you can maintain high standards of hygiene throughout your stay.

- All kitchen items of high usage will be cleaned before your stay, but it may not be possible to clean every single item which you may wish to use, so we recommend that you wash all items before use.

Please follow the latest Government guidance and ensure that neither you nor any member of your holiday party travels if you/they are displaying any symptoms of Covid-19 or have tested positive. If you or any member of your holiday party displays symptoms whilst staying at the cottage then please do not ignore or try to hide your symptoms. It is important you and your holiday party act quickly to help yourselves and protect those around you. It is your responsibility to stay safe and keep others safe.

COVID-19 symptoms are:

- A new, continuous cough
- High temperature
- A loss or change to your sense of smell or taste

If you or any of your holiday party feel unwell and experience any COVID-19 symptoms you must all:

- Stay indoors and self-isolate
- Arrange a test for the person displaying symptoms using the cottage address either by calling 119 or online at www.nhs.uk/coronavirus

Do not ignore symptoms: self-isolating and getting tested quickly is the best way that you and your holiday party can stay safe and protect others.

You MUST notify us immediately.

If you or any of your holiday party need medical advice waiting for test results, please contact your/their regular (home) GP or call 111.

All members of your holiday party must self-isolate and take appropriate action based on the test result.

If the test result is positive

- You MUST tell us that you or a member of your holiday party have/has tested positive for coronavirus.
- You should all return home immediately if able to do so.
- You should all use private transport but only if it is safe to do so.
- In such circumstances we will refund you the cost of the remaining period of your holiday calculated pro-rata on a daily basis less any additional costs or losses we may incur as a result of you or one of your holiday party having had coronavirus whilst staying at the cottage. The security deposit will otherwise be subject to our standard Terms & Conditions.

- If you or any member of your holiday party cannot reasonably return home (for example, because you/they are not well enough to travel or do not have the means to arrange transport)
 - Your/their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.
 - you will be expected to pay for the costs of any extended stay which we are able to provide at the appropriate rate.
 - once you or any member of the holiday party has finished the required self-isolation period and is no longer symptomatic, you/they should return home and continue to follow the government guidance on self-isolation, household isolation and social distancing.
 - In such circumstances you will be responsible for any additional costs or losses we may incur as a result of you or one of your holiday party having had coronavirus whilst staying at the cottage and we reserve the right to deduct such costs from the security deposit. The security deposit will otherwise be subject to our standard Terms & Conditions.

Full guidance can be found on [GOV.UK](#).

If your test result is negative

Stay and enjoy your visit as planned but if you or any member of your holiday party need medical assistance, please call your/their own regular GP or 111.

***REMEMBER:** To stay safe, please wash your hands and clean surfaces regularly, and when you are out and about maintain social distancing and wear a face covering*