

Information for Guests

Covid 19 Statement

Carol and Steve look forward to welcoming you to Coachman's Loft and thank you for booking with us.

Providing a safe and clean property has always been a high priority for us but it is even more important now.

We have produced this statement to let you know about our cleaning and disinfecting procedures because of Covid 19. Please acquaint yourselves with it and feel free to ask us any questions or seek further clarification from us at any time.

The information is for your and our protection and your health and safety is very important to us.

Before your arrival

We want to reassure you that all cleaning of the loft has always been done by us. We have a long standing 5-star rating for the cleanliness of the Loft issued by Visit England. Cleaning and disinfecting will continue to be done by us on site. All rooms and everything contained in the room such as appliances will have firstly been cleaned and then disinfected with viricidal and bacterial products using disposable or machine washable cloths that can be washed at very high machine temperatures.

All crockery, cutlery and glasses will have been washed in our dishwasher and bed and other linens and towels will have been washed at 60 degrees, in line with guidance.

If the changeover of guests is the same day we would ask customers to arrive later than normal at 6.00pm to allow more time between guests. We would also ask for departure at 9.00am on these occasions. You will be notified of your arrival/departure times 7 days before your arrival.

On arrival at 6pm (please do not come if you have any of the coronavirus symptoms)

As our house is adjacent to the Loft, under normal circumstances, we would meet and greet you, help with your luggage and bring refreshments to you once you have settled in. In line with guidance, the procedure will be for you to access your accommodation yourself by using the key entry pad on the wall next to the Loft entrance door. We will advise you of the key code within 7 days of your arrival.

Please wash your hands after arrival. There will be liquid soap and 70% alcohol gel available in every room in the Loft and we will supply a separate towel during your stay for hand drying.

In line with guidance we will not be able to allow access before 6pm as we must allow a minimum of 3 hours after check out before we can start to clean. You will notice that cushions and throws will have been removed as well as books and games to reduce the risk

of infection. We ask you to keep the Loft windows open where possible and as much as possible.

During your stay

You are very welcome to enjoy our garden and use the garden furniture to enjoy a meal and a glass or 2 of wine. The garden furniture will have also been cleaned in time for your arrival. We will continue to socially distance unless advised otherwise and we ask that you do the same whilst you are with us. Should you fall ill and/or have coronavirus symptoms whilst staying in the Loft, we will ask you to leave to self-isolate in your own home. A part refund will be made based on the number of days you will have lost.

On departure

On departure prior to 9am please ensure that you remove all belongings from the Loft and place the rubbish in the dustbin and the recycling boxes. We know that many guests strip the bed and clean up, but we ask you to leave the cleaning and the bed making to us. Please leave the Loft key in the inside of the Loft door before you leave.

We really hope that you enjoy your break with us, and we look forward to welcoming you back to the Loft again when all our lives return to normal.

Covid 19 Holidaymakers who cancel at least 14 days before check-in will get back 100% of the amount paid. If they cancel between 7 and 14 days before check-in, they will get back 50%. Otherwise, there will be no refund. This part of the policy will apply until 31st October 2020.