

Information for Guests

Covid 19 Statement April 2022

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 has been even more important over the last 2 years.

We have produced this statement to let you know about our cleaning and disinfecting procedures because of the continuing presence 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 as it has been for the last 2 years. 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. Wherever possible we will endeavour to relax these times to 4pm arrival and 10.00am departure. You will be notified of your arrival/departure times 7 days before your arrival.

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

As our house is adjacent to the Loft we normally meet and greet guests you at a safe distance. Unfortunately, we are unable to help with your luggage. In line with guidance, if we are not here at your arrival time 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. In these circumstances we will advise you of the key code within 7 days of your arrival.

There will be liquid soap and 90% alcohol gel available in the Loft.

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 and travel to 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 the real normal.

Covid 19 Holidaymakers who cancel at least 7 days before check-in will get back 100% of the amount paid. If they cancel less than 7 days before check-in, they will get back 50%. This part of the policy will apply until 31st October 2022. Please check with your booking agent regarding any refund of the booking fee.