**COVID 19 - MESSAGE TO HOLIDAYMAKERS**

Our aim and that of our cottage owners is to make sure that your cottage holiday is as safe as possible but we trust that you will understand that we cannot guarantee that your cottage is free from infection.

However, all our cottages are always thoroughly cleaned between bookings and we have asked our owners to arrange extra changeover cleaning and disinfecting based on good practice drawn from Government, NHS, Public Health and the Professional Association of Self Caterers guidance.

High contact surfaces will have been disinfected. All crockery, cutlery and other kitchen equipment will have been washed and dried after the last holidaymakers. All linen and towels will have been washed on a high temperature wash.

If for any reason the cottage owner is unable to get everything done during changeovers, particularly in large properties, they will phone you a week before your holiday to explain the situation.

We hope you don’t mind but we have delayed your entry into the cottage until 6pm to allow extra time for the cleaning. We are also asking you to vacate the cottage by 9.30am on the day of departure so that the cottage can be left empty for the three hours the virus can remain airborne before the cleaners start the changeover.

The cottage owners will be providing extra detergent, disinfectant and antiviral hand sanitiser in the cottage to help you stay safe and for you to use in cleaning the cottage before you vacate as we request in the booking conditions. Please do a good job to help protect the cleaners and the next holidaymakers.

If there is a dishwasher in the cottage we would be grateful if you would load it and set it going when you vacate the cottage to help with the changeover.

We are also asking you to strip the beds and put all linen (including pillow and mattress protectors), towels and tea towels in the bin bags provided before you leave the cottage. In addition, please put all your waste in the bin bags provided and then put the bags in the external bins.

Books, games, toys, DVDs and other incidental items will have been removed from the cottage to make the cleaning more effective but if there are any items left don’t touch them. Please remember to bring some with you.

Please do not to travel to the cottage if anyone in your party is showing symptoms that could be related to Covid 19 and make a claim on your travel insurance. We will happily provide any paperwork that is needed to help with your claim.

If any of your party shows symptoms that could be related to Covid 19 during your stay you must follow the NHS guidance found at: <https://www.nhs.uk/conditions/coronavirus-covid-19/>. All of you should go home immediately, isolate and advise the track and trace service. It is also essential that you contact us and we will try to assist.

Wash or disinfect your hands regularly during your stay with the soap or sanitiser provided.

We hope very much that this reassures you that we are doing everything we can to make sure that you have an enjoyable and safe holiday but please do not hesitate to get in touch if you have any questions.

Thank you very much for your co-operation because we all need to work together to overcome the virus.

**DERBYSHIRE COUNTRY COTTAGES**

**Phone - 01629 583545**

**Email –** [**enquiries@derbyshirecountrycottages.co.uk**](mailto:enquiries@derbyshirecountrycottages.co.uk)