



## What we are asking you to do

### Once booked.

Once you have booked, we will need contact details of all the adults staying. This includes full address and a contact phone number (either home phone or mobile). This is for the NHS Track and Trace which we must do. These details will only be kept for this purpose.

Please do remember that it is essential that you follow government guidelines with regards to travel etc

### On arrival.

When you arrive, your property will be open and the keys in the door. If you require help with unloading your car, we will of course help you with this but please do make sure you let us know in advance that you require assistance.

We hope you will find everything in order on your arrival but as we are trying to reduce contact with visitors to ensure everyone's safety, we will be trying to keep out your way. However, if there is any issues please get in touch with us and we will do all we can to sort them out. We are also here to help, answer questions etc so please do still text at any time and we will try and help. Just because we are reducing face to face contact does not mean we are not here to help – you just need to ask!

If you are staying for more than one week, we will provide you with fresh bedding but are ask you to change it yourself unless you require help and then please let us know.

### On departure.

we ask that you have vacated the property by 10am. This is to make sure we have enough time to clean before the next visitors arrive. Cleaning is taking much longer at the moment due to the extra measures we have had to put in place so normally we will be unable to be flexible with this time.

We are asking all visitors to remove all linen from the beds (sheet, duvet cover and pillowcases) and leave them in a pile on the floor. This is something that normally we would do but due to Covid we are requesting visitors do this if you can.

All towels can be left on the floor of the bathroom.

### If you feel unwell.

It is essential that if you feel unwell during your visit that you let us know and follow the NHS guidelines. These are available on our website and in the welcome pack.