



Dear Guests

Covid-19 Procedures - Updated 17th July 2020

We are really looking forward to welcoming you to Basel Cottage and offer this short note to provide you with some specific details of particular relevance to the Covid-19 pandemic.

In line with the extant medical and scientific guidance we will have taken the steps listed below to ensure you have a safe as well as enjoyable holiday with us.

Health:

- If prior to travelling you or any of your family or those that you have been in contact with, display or report any of the Covid-19 symptoms you should **NOT** travel. If you should develop the symptoms whilst you are on holiday, current guidance is for you to return home and follow self-isolation guidance. (The Cottage will then undergo a deep clean). Because we are writing this whilst Wales is still in lock-down but recognise that restrictions will have been eased over the coming weeks, it is important to ensure that your Insurance is appropriate for your time of travel. Please remember we will be on hand to help you throughout your holiday so please just contact us.

Sue and Jonah have been following and will continue to follow Government guidelines on avoiding the virus. However, in the unlikely event of one of us, displaying symptoms of Covid-19 prior to your arrival we will self-isolate next door but we will arrange for someone else to 'Meet and Greet' you.

Arrival / Departure Times:

- It is highly likely that you will arrive on the same day that other guests depart, therefore in order to ensure the highest possible standard of cleaning whilst minimising risk to ourselves, we are asking guests not to arrive before **17.30 pm** on their day of arrival. We will also be asking guests to vacate the property by **09.00 am** on their day of departure.

Cleaning and Disinfecting:

- Prior to your arrival, the Cottage will have undergone a robust 2 part clean in accordance with guidelines and best practice. In essence, this means that every surface will have been cleaned and disinfected with a virucidal agent (EN 1276 / EN 14476). Hand soap and washing up liquid will be provided and a bottle of hand sanitiser will be available at the entrance to the Cottage. All cushions will have been replaced and curtains and soft furnishings will have been steam cleaned.



Meet and Greet:

- On your arrival, we will be there to meet you and one of us, will accompany one of your group inside the cottage to familiarise you with key domestic and safety aspects whilst maintaining social distancing.

Welcome Afternoon Cream Tea:

- We will continue to provide our popular Afternoon Cream Tea but for the foreseeable future, we will be providing freshly baked scones from our local bakery La Patisserie in Llandovery with individually packaged jam and clotted cream.

Books, Information Folders, Leaflets and Games:

- We have several copies of all our Information Folders, leaflets, books and games in order to be able to rotate these between guests.

Bedding:

- In normal circumstances we provide all bedding, linen and towels.

However, we understand that the provision of bedding, linen and towels may be a cause of concern for some guests who may wish to bring their own.

Therefore, can we please ask that you confirm by return if you **REQUIRE** us to provide bedding, linen and towels for your stay. For your information, we will be rotating duvets and pillows between guest arrivals.

We will also ask if there are just two guests staying whether the Super-King size Bed or Twin- Bedded Room will be used (the room not being used will no longer have the beds made up).

On departure, if you are using our linen we will ask you to place bedding (duvet covers, sheets and pillow cases in the draw-string bags provided. Mattress and Pillow protectors can be left on the beds and we will safely remove them after your stay. To avoid damp towels sitting in a bag for days (quarantine recommendation) we will ask you to put the towels through the washing machine on a 60 degree wash on your day of departure (we will provide detergent for you if required).

Crockery:

- Based on 7 years of experience we will remove the less utilised items from the kitchen but do not worry they will remain available as required. Prior to departure we will ask please that all items which have been used in the kitchen are put through the dishwasher on a cleaning cycle.



Rubbish:

- In addition to the routine bin/ recycling collection, we would please ask that all tissues / sanitary items are double-bagged and placed in the external black dustbin.

Dog Throws, Towels & Feeding Bowls:

- These will no longer be provided and we would please ask that guests could bring their own.

Departure:

- Weather permitting, we would also ask that windows in the Cottage could be left open to ventilate the property. We will as always, be on hand, to offer help and advice throughout your stay and to say 'Goodbye' to our guests on departure day whilst maintaining appropriate social distancing.

