



Dear Guests

### **Covid-19 Procedures - Updated 20 May 2022**

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 on-going Covid-19 situation and how we intend to operate to maximise the safety of both our guests and ourselves.

From 19th April 2022, there are no legal restrictions in place in relation to Covid-19. This means that individuals no longer have to self-isolate upon a positive test result. As such, if you would like to modify or cancel your booking due to Covid-19, our normal Terms and Conditions will apply.

Should you be concerned about the potential impact of Covid-19 on your holiday plans, outside of legal restrictions, we advise you to seek out travel insurance which covers you in case of these and other eventualities.

Please rest assured that if restrictions are re-introduced and it is impossible for you to take your booked holiday due to legal restrictions, then we will be ready to help you move or cancel your booking.

You can keep up to date with all the latest Government rules and guidance on travel (<https://gov.wales/coronavirus>).

### **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. Please be rest assured that we will contact you beforehand if we are in a position to offer you an earlier Check-In or later Check-Out.

### **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 we will accompany one of your party inside the cottage to familiarise you with key domestic and safety aspects.

### **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 still 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 please to strip the beds and place the bedding (**Duvet Covers, Sheets and Pillow Cases** in the **Blue Draw-String Bags** provided. Mattress and Pillow protectors can be left in situ on the beds and we will safely remove them after your stay. **Towels, Bathmats, Tea-Towels and Oven Gloves** should be placed in the **Green Zipped Bag**.

### **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, Dog 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.

