



Dear Guests

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 your forthcoming holiday with us.

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 the 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 **09.30 am** on their day of departure. Please be 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. Hand soap and washing up liquid will be provided and a bottle of hand sanitiser will be available at the entrance to the Cottage.
- A **Starter Supply** of the following items will be provided to help you settle in:
Kitchen Roll, Toilet Rolls, Dishwasher Tablets, Laundry Detergent, Cleaning Materials, Kitchen Foil, Cling Film, Bin Bags, Recycling Bags, Food Compost Bags Salt & Pepper, Dog Biscuits and a Basket of Seasoned Logs for the Wood Burner.

Meet and Greet:

- On your arrival, we will be there to welcome you and show you around the grounds. We will then accompany you inside the Cottage to familiarise you with key domestic and safety aspects.

Welcome Afternoon Cream Tea:

- On your arrival, our popular Afternoon Cream Tea will be provided with freshly baked scones from our local bakery 'La Patisserie' in Llandovery. Tea Bags, Milk and individually packaged jam and clotted cream will also be provided. Please let us know if you have any specific dietary requirements or if you do not wish to take up the offer of a complimentary Afternoon Cream Tea.



Bedding:

- We will provide all bedding, linen and towels for your stay.
- We will also ask if there are just two guests staying whether the Super-King Size Bedroom or the Twin- Bedded Room will be used (the room not being used will no longer have the beds made up). However, if two guests require separate bedrooms, this is not a problem and both rooms will be set up accordingly.
- **On departure**, we will ask you please, to strip the beds and place the bedding (**Duvet Covers, Sheets and Pillow Cases**) in the **Blue Draw-String Bag** provided which is stored in the cupboard under the sink in the Utility Room. 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** provided.

Crockery:

- Based on 10 years of experience we have included an extensive range of crockery, glasses, kitchen utensils and cutlery but please do not hesitate to let us know if you have a need for something that has not been included as we may be able to provide you with something suitable. Prior to departure we ask that any dirty crockery and cutlery is washed and put away.

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.

Dogs, Throws, Dog Towels & Feeding Bowls:

- Dogs are NOT permitted upstairs in the Cottage but we are happy for them to be on the sofas and window-seat provided that these items of furniture are fully protected with throws. Please note however, we retain the right to make a charge for any damage caused. We kindly ask that guests bring their own throws and dog towels with them.
- We can provide Dog Feeding Bowls if required, just please let us know before arrival.

Departure:

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