**THE LILY PAD COTTAGES GUEST CHARTER**

**July 4 2020**

The purpose of this document to make our guests fully aware of the changes to how we do things here at The Lily Pad since Covid-19 to maintain that you have a great stay and feel safe and secure by understanding the guidelines we are following and the expectations we have from all guests who come to stay here.

Firstly, we are ensuring that The Lily Pad Cottages that you have booked will be cleaned and sanitised to the Covid Ready Guidelines from PASC UK ( Professional Association of Self Caterers) plus we have completed the Visit England We’re Good To Go iniative.

During the booking process you have the opportunity to ask us any questions regarding our cleaning protocols, our risk assessment, cleaning check list is on our website. [WWW.stamfordcottages.co.uk](http://WWW.stamfordcottages.co.uk)

As owners we are following the Government guidelines with regards to Self Catering Holiday accommodation. We have worked with other local self catering businesses to make sure our protocols are robust, manageable and create a safe environment for our guests and staff.

All staff have had training in new cleaning techniques, we have lengthened the time we have to clean accommodation and removed unnecessary items to reduce risk of spread of Covid-19.

This charter we hope will clarify how guests fit into the new protocols.

Check in will be from 5 pm. The doors will be left unlocked with key in the back of the door on arrival. We will come and say hello, socially distancing, once you have checked in.

No more than 2 households per unit of accommodation and we need all guests names and addresses emailing to us before check in; also informing us that all are symptom free and fit to travel.

We will no longer be stocking the following items in the accommodation, so please do remember to pack any that you will require during your stay.

Coffee, tea bags, sugar, British rapeseed oil, towels (tea towels will be provided), board games, books, scatter cushions, throws, emergency boxes, salt and pepper.

Please inform us if you wish to bring your own pillows.

Travel cots and high chairs can still be provided.

Check out guidelines must be adhered to and a copy will be inside your accommodation. Check out will be 9.30 ( unless we have no guests arriving that day and we may be able to let you have a later check out ).

Please follow recycling guidelines, all rubbish going into black lidded bin must be in a tied black dustbin bags. There is disinfectant in bin areas for you to use before and after using bins, Please wash your hands afterwards. Liquid Hand Soap will be provided inside accommodation.

At check out all bedding to be stripped from beds and put into black dustbin bags and tied up and left in kitchen area of property. The laundry is completed on site and washed using sanitary setting 60 degrees.

We ask guests to spray down all areas with sodium hyper chlorite ( list will be on checkout guidelines ). This will then sanitise accommodation ready for cleaners coming in to disinfect and clean ready for next guests. We will be using Milton in bathroom/shower areas.

All crockery, cutlery, pans, utensils used must be put through dish washer.

The swimming pool guidelines must be adhered to and can be found on a separate document. The swim session will need to be pre booked for the use of a single household or linked household if holidaying together, then providing, they do not use any changing rooms or shared toilets (i.e. change and shower in their own accommodation)- then this is permitted with additional cleaning of high touch points such as access doors/ keys and will be identified in risk assessment. Pre booked swimming sessions to last 90 minutes.

Social distancing must be adhered to regarding other guests, owners and staff.

If anyone in your group starts to have symptoms during your stay they must inform owners immediately and self-isolate and do not use pool area.

If you show any signs of having the virus then you must immediately go and get tested by contacting <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>. The result must be shown to us. If positive, you will need to leave if any member of your party can drive you. If that is not possible and you have to self isolate here at The Lily Pad, then you will have to pay for all bookings that have to be cancelled as a result.

We will need you to provide, names, telephone numbers, email addresses of everyone in your party, so that we can pass onto NHS if it required. This information will not be used for any other purpose. This must be provided at the point of arrival or before.

We would ask that you minimise asking us to enter your accommodation during your stay. If, for example, a dish washer doesn’t work or a bulb goes out we can try and sort out over the phone in the first instance.

Jane 07833680110 Andrew 07850321402

Remember the best way to stay safe is to regularly wash hands thoroughly.

Thank you and look forward to welcoming you to The Lily Pad.

Jane Thorpe-Codman and Andrew Codman and Team