

Coronavirus (COVID-19)

Updated at 13:00 on Thursday 25th June 2020

As a customer-focused business, it is our priority to alleviate concern from guests, homeowners and housekeepers during uncertain times. The situation regarding coronavirus (COVID-19) changes daily and we will review this page as we continue to follow advice from the government and NHS.

If your holiday is affected by the original lockdown restrictions, we will already have contacted you to discuss the options available to you. If restrictions are reimposed and affect your holiday, we will advise you as soon as possible of the position.

As the desire for travel returns, we look forward to welcoming you to enjoy a much-anticipated break. To put your mind at ease we have provided additional guidance for you for your upcoming stay and our team are on hand if you have any additional questions.

Safer stays

We have shared national guidelines with our site managers in relation to cleaning protocols which set out the extra measures to be taken. The guidelines have been carefully considered and developed at industry level to protect the health and safety of guests, as well as housekeepers and support teams involved in preparing the property.

This does mean the arrival time for your holiday will be no earlier than 5pm on day of arrival and departure time no later than 9 am, despite what the Arrival Guide information states, to allow time for the required extra cleaning.

Arrival Guide information will be sent at least two days before you travel.

To help us with the challenges that COVID-19 presents, some soft furnishings such as cushions and throws as well as other items such as literature will have been removed from the property in advance of your arrival.

Also, perishable open food items including tea, coffee, sugar and milk will not be left at the property, in line with government guidance. You will therefore need to bring these with you, along with cleaning products that you would normally use at home on a daily basis plus hand sanitiser and antibacterial hand wash, to allow you to take the necessary handwashing and cleaning precautions during your stay.

We would also request that you assist the housekeeper by stripping and bagging any used bedding, towels and other laundry items in the laundry bags provided at the property, with as little shaking of the items as possible.

What to do if developing COVID-19 symptoms before the start of the holiday, whilst on holiday or subsequently.

If you develop or a member of your party develops symptoms prior to your stay, you must follow the latest NHS guidance in this respect and not travel under any circumstances. Please contact our team who will seek to find alternative arrangements for your stay.

If you develop or a member of your party develops symptoms during your stay and a test confirms infection please let us know and leave the property immediately so that we can take the necessary steps to deep clean the property. If you develop or a member of your party develops acute breathing difficulties during your stay please call 999.

Similarly, if you develop or a member of your party develops symptoms within 14 days of your stay and a test confirms infection please let us know immediately to allow the necessary measures to be taken.

Up to date information and advice regarding COVID-19 can be found on the [GOV.UK](https://www.gov.uk) and [NHS](https://www.nhs.uk) websites. In particular please read and familiarise yourself with the following www.nhs.uk/conditions/coronavirus-covid-19 and www.gov.uk/government/publications/covid-19-stay-at-home-guidance or www.gov.uk/coronavirus