



COVID-19 UPDATE GUEST CHARTER

21.7.2020

What are we doing to ensure you have a great and most importantly safe stay at Heale Farm.

We are very excited to now at last be able to open our holiday barn accommodation and your safety is our biggest priority. We would like to reassure you we have made considerable changes to the way we will operate in response to the government guidelines published in June and responding accordingly as they update.

We are ensuring that the property you have booked will be cleaned and sanitised to the COVID Ready Guidelines from PASC UK, the AA and Visit England. We have undergone a risk assessment that covers all aspects of our business and this can be seen on demand and we are **Good to Go**.

We will be gathering all the information we can about where you can go to eat, as booking in advance will be critical, as there will be limited capacity at Restaurants and Pubs and many takeaways need advance orders too. There will be updates before you arrive. We are also delighted to offer you our **Heale Pantry**, working with local suppliers to source your holiday food for you, all ready for when you arrive and cutting out the need to go to busy shops, also helping to support sustainable tourism, eating wonderful locally sourced fresh food.

Please just contact us to arrange on 01598 763813 (please note we have no mobile signal at Heale)

We will do our best to answer any questions or concerns via email and phone calls in advance of your stay and when you are here we are pretty much always around, in the farmhouse or farm yard so please just call and we will answer your questions. This is a new normal for our business so please bear with us and speak to us personally if you have any concerns and we will help. Dean and Judith 01598 763813

On arrival, the barns will be open and ready for you and the cleaned key will be in the front door which is clearly signposted. Please do not arrive before 4pm so we can complete the enhanced cleaning under the cleaning protocols and be ready to leave promptly at 10am on

your departure day. Please note new check out rules which will be emailed to you in advance and a copy in your barn.

We will email to you in advance of your stay, barn information sheets and NHS information sheets should you develop any symptoms during your stay. Should you develop any symptoms before your stay DO NOT TRAVEL and stay at home following the guidelines. Laminated copies of the above will also be in your barn and on our website.

What we are asking you to do to help us ensure you have a safe and enjoyable holiday.

We are very lucky to have lots of space between each barn and each have separate enclosed gardens to ensure social distancing can be maintained, with your safety in mind.

We ask you to socially distance from other guests please, especially relevant with small children. **Children must remain** supervised by parents at all times while on the premises with regards to safety and social distancing.

Be rigorous in following social distancing when out in public.

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, then you will have to pay for all bookings that have to be cancelled as a result.

Booking information, we have been asked by the Government to collect contact data for 3 weeks. We will need you to provide, names, telephone numbers and email addresses of everyone in the party, so we can pass this onto the NHS if required. This must be provided at the point of arrival or before.

We have HMG guidelines that only two households (which can include a bubble) can holiday together in July. We are unable to police this and ask therefore you risk assess your own party and decide for yourself if your group is appropriate.

Extra measures we have put in place.

Hand sanitisers will be available in each barn and on arrival and departure, we respectfully request everyone to use. Please leave them in your cottage. Remember the best way to stay safe is to wash hands thoroughly.

During closure we have completely refurbished the barns and they have all undergone a full deep clean which will continue between each guests.

Please follow the COVID-19 Barn rules fully (copy in your barn notice board) when you leave at the end of your stay and we welcome your full cooperation to keep us all safe.

We have installed washing machines in Heale Farm Cottage and The Roundhouse and we have made available a washing machine for the The Bothy in a separate barn to ensure no need for communal/shared areas.

Parking is to be in marked bays. Please maintain social distancing in these areas.

Thank you and we look forward to welcoming you.

Judith & Dean xx