

## DERWENT COTTAGE MEWS and COACH HOUSE



### COVID-19 ARRANGEMENTS

Information you need before arrival.

As our grading inspections have always reflected, cleanliness has been our priority. COVID-19 will ensure that this will be taken to another level, following Government guidelines and guidance from Travel Chapter and Cumbria Tourism.

The apartment will be 'presented' in exactly the same way:

- All laundry will remain being dealt with 'in house'
- The apartment will be cleaned as usual AND disinfected for new arrivals with particular attention being given to the cleansing of remote controls, door handles, light switches, and all frequently touched surfaces
- All brochures, maps and puzzles will remain in place available for use at your own risk.

### Insurance

We are unaware of any Insurance Company which is prepared to insure you for expenses incurred due to the COVID-19 virus. In the event of falling ill, as a result of the virus whilst staying with us, we would be obliged to accommodate you throughout any necessary quarantine demands. This could mean a two-week disturbance to our business amounting to a potential loss of earnings and compensation costs to those guests prevented from staying here, for which you, regrettably, would be held responsible.

Please do not come if you have knowingly been in contact with anyone who has the virus. If you are unable to come due to testing Positive for COVID-19, you must inform us, and we will be able to either rebook your visit for a future date or give you a refund, providing we are able to rebook the accommodation to other guests.

Go home if you start to experience symptoms or feel unwell and if you receive a track and trace alert.

## **Arrivals**

Do not arrive before 4pm, this will allow time to clean and disinfect the apartment. Every effort will have been made to prepare a safe environment for your stay.

On arrival, park in front of your apartment and telephone (017687 74838) to inform us that you are here. You will be greeted outside and given the key if the apartment is ready. If for any reason you are unable to go in, you will be asked to wait in the car or garden. New guests will be taken in and shown around.

## **Departure Procedure**

To avoid possible risks of the transmission of the coronavirus, please leave the apartment tidy having taken the following action:

- remove all the items of rubbish to be recycled and place in the appropriate bins by the backdoor of Derwent Cottage,
- remove the duvet cover, the bottom sheet and top mattress cover, 4 pillow slips and 4 zipped under pillow slip protectors and place in the labelled bag provided,
- place the towels, bath set, hand towels and tea towels in the other bag along with any cleaning cloths, both used and unused.
- and open all the windows.

Vacate the property by 10am and return the key in its envelope by putting it through the Derwent Cottage letter box.

A phone call to let us know that you are ready to go would be appreciated.

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Telephone 017687 74838

