

Yapham Cottages Covid-19 Procedures & Measures

12/10/2021

The number one priority here at Yapham is to ensure the safety of our guests, work colleagues, and members of our local community. Numerous pieces of guidance have been produced, identifying how self-catering accommodation can be made as safe as possible during the Covid-19 pandemic. These sources include Sykes Cottages, HomeAway, Airbnb, Tripadvisor, Visit Devon, Tourism South West and the Professional Association of Self Caterers. HM Government released official guidance on July 14th 2021 with regards to operating safely as the UK moved towards Step 4 of the Road Map.

It is plain to see that things will not be the same as holidaying in the pre-pandemic era. I do not believe that any holiday accommodation can ever really claim to be 100% Covid-19 free. It is an invisible enemy which could be lurking anywhere. What we can do however, is to make our accommodation as safe as possible. It means that things will have to be done differently: changeover cleaning, provision within the cottages, and communication for example. Everybody will have a role to play: both guests and staff. The government now states that guests will need to play a more proactive role in protecting themselves whilst staying in holiday accommodation.

Using the guidance received, I have produced a risk assessment to identify best industry practice and implement measures to reduce the risk of catching and spreading Covid-19. These new measures and procedures include:

An enhanced cleaning regime – This includes cleaning and disinfecting much of the cottage interior, especially those high touch frequency areas like handles and switches. This will also include kitchen work surfaces, cupboards and drawers, tiled floors, bathroom fittings, tables, chairs, and other furniture. All bed linen, towels, and oven gloves will be washed with a laundry sanitiser. A disinfectant spray, tested to EN14476 and effective against Covid-19 type viruses, is used to sanitise surfaces. I have written a cleaning protocol for cleaning staff, so they are aware of this enhanced regime.

Reduced face to face contact between guests and staff – This is achieved by staggering arrival / departure times of both guests and staff members, reminders about social distancing, online cottage tour, keys left in the cottage upon arrival and departure, e-messaging via telephone, mobile, or email.

Reducing the risk of infection - with reminders to: wash hands frequently for at least 20 seconds, maintain social distancing, and “Catch it, Bin it, Kill it”. We are providing hand sanitiser inside each cottage entrance. We have replaced our open top bins with swing bins. We are asking our guests to respect the local population by following the procedures set out by businesses and attractions. Each cottage now has its own freezer. Guests are requested to leave windows ajar, and to ensure all recycling and rubbish is put out prior to departure. Windows are also left ajar prior to guest arrival.

Updated our Terms & Conditions

All Guests

- ***In all cases, whether prior to or during the stay, if any guest displays symptoms of Covid-19 (a new continuous cough, a high temperature, a loss of, or change in, your normal sense of taste or smell), the property manager must be informed immediately.***
- Guests must ensure that they comply with all national and local Covid-19 restrictions in place when making the booking, travelling to / from Yapham, and during their stay. Find further information at: <https://www.gov.uk/coronavirus>
- Guests booking directly with us will be offered full refunds, change of dates or vouchers for future stays of the same monetary value of monies paid, should they be prevented from travelling to Yapham on their arrival date due to national or local Covid-19 imposed travel restrictions.
- Guests must not invite nor bring any persons outside of the booked party, as listed in either the original booking or arrival form onto the site. Please arrange to meet friends or family elsewhere.
- Guests must vacate the property whilst essential repairs or maintenance is carried out, should this be deemed necessary by the property manager.

- If a guest in a party displays symptoms of Covid-19 prior to, or on the date of travel to Yapham, they must not travel, and should order a PCR test <https://www.gov.uk/get-coronavirus-test>. If the test result is positive, the guest must self-isolate at their normal place of residence. Find the full guidance at <https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do#getting-tested-for-covid-19>
- If a guest displays any symptoms of Covid-19 whilst staying with us, they should immediately self-isolate in their cottage. Other guests in the party should also consider self-isolating, and follow the guidance issued in the above link. The guest must then request a PCR test by contacting <https://www.gov.uk/get-coronavirus-test>. The result must be shown to the cottage manager, and if positive, the guest must depart immediately to their normal place of residence and self-isolate.
- If the guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests must follow government guidance on dealing with a possible or confirmed coronavirus (COVID-19) infection.
- Guests self-isolating in our cottages will be liable to pay our usual standard rates for any period used in the cottage, beyond the original departure date. The guest will have to pay for all bookings that have to be cancelled as a result of their self-isolation in the cottage.

For guests making a booking directly with us and not through a third party

A 30% deposit taken at the time of booking. Remaining balance paid 6 weeks prior to arrival.

Cancellations

If a booking is cancelled more than 42 days prior to the date of arrival, all monies will be repaid, minus the deposit and any payment processing fees incurred by us when taking the deposit.

If a booking is cancelled within 42 days or less prior to the date of arrival, no monies will be refunded.

Covid-19 Cancellations

Covid-19 holiday insurance is now available for travel within the UK. Guests should arrange this insurance themselves to cover their stay with us. A simple web search will find companies providing this insurance.

For guests making a booking through a third party (e.g. Sykes, Airbnb, HomeAway, Tripadvisor, Pets Pyjamas, Expedia, Booking.com), should check with that party for their Covid-19 policies.

Making our staff Covid-19 aware – using reminders such as washing hands for at least 20 seconds and social distancing. We have provided information about Covid-19 and guidance for enhanced cleaning. Staff are provided with appropriate Personal Protection Equipment and are shown how to use it. Staff arrival and departure for work on site to be different to that of guests. Each member of staff to declare they are fit for work each day. They must go home and self-isolate if they show any symptoms of Covid-19 (continuous cough, high temperature, or loss of taste or smell) or have a positive PCR test.

To summarise, we are:

- Making guests and staff aware of Covid-19 instructions, procedures and good practice
- Enhancing our cleaning by introducing new cleaning procedures and cleaning materials.
- Providing clear Terms & Conditions relating to Covid-19 bookings