



*Photo by Elena Mozhilo on Unsplash*

## COVID-19 PROTOCOLS FOR COTTAGES

The safety of our guests and staff is of paramount importance. We have adapted and adjusted all our cleaning procedures to provide a safe environment for guests to enjoy a quiet stay in the countryside conveniently situated with local amenities like shops and pubs close by. It is therefore also important that we also ask guests to follow social distancing guidelines to protect our local community.

This summary of our cleaning schedule is provided to reassure you that we are doing all we can to protect against Covid-19 and to continue to maintain the high standards we have worked hard to achieve:

- Windows are opened to let air circulate before and during cleaning, and where possible at least 24 hours is allowed between bookings.
- Correct PPE is worn during cleaning and where necessary otherwise.
- Self check-in and remote key collection is possible for every cottage. Arrival from 4pm departure by 10am.
- All hard surfaces and contact points such as light switches, remote controls, door handles are thoroughly cleaned and disinfected with antiviral disinfectant between lets.
- All soft furnishing, cushions, and mattress and pillow protectors are steam cleaned between lets.
- Guests are asked to strip the beds and put bed-linen and used towels in bin-liners provided.
- Crockery and cutlery is washed between each let in hot soapy water or in the dishwasher. However, guests are still asked to do any washing up before leaving.

- All pan handles are disinfected between lets.
- Cleaning products are available for guests to use during stay.
- Anti-viral trigger spray and hand sanitiser is available in each cottage.
- Most non-essential items such as ornaments, books and games have been removed from the cottages.
- Local information is available at <https://alstonmoorhealth.org/guide/> and on the Local Area page of our website. Further information about the cottage and locality is provided in a pre-arrival email to those who book to stay with us and laminated information sheets are provided in each cottage.
- If you feel ill before your stay you must tell us and cancel your trip.
- If you feel ill, during or after your stay, you must let us know immediately.
- We will follow Government guidelines in event of a Covid-19 outbreak on our premises.
- Alston is a remote rural town and we have a responsibility to our community. Please be aware of the people that live here and adhere to any social distancing rules.
- We will continue to follow government guidance and the more detailed cleaning protocols recommended by the Professional Association of Self Caterers, [www.pasc.co.uk](http://www.pasc.co.uk) .



*If you have any queries about the measures we are taking to protect our guests, staff and prevent any spread of the disease, please don't hesitate to email us.*