



Dear Guest

We are delighted to be welcoming you back to the Witterings. Our number one priority is to reassure you that Wellies & Windbreaks is doing all that is required to ensure you feel safe and secure in our holiday homes. It is important that you and your family feel able to relax and enjoy your long-awaited holiday. I acknowledge that we are still living in uncertain times but feel that clarity is key at the moment and this letter sets out some new guidelines which we require you to observe during your stay. If you have any questions or concerns at all during, before or after your stay, please contact Amanda Pugh at amanda@welliesandwindbreaks.co.uk

ARRIVAL INFORMATION:

Arrival time: You may arrive at the property **from 4pm**. This is an hour later than normal but is important to give the cleaners extra time.

Arrival access: Limiting unnecessary contact with individuals not in your party is important. The cleaners will depart before you arrive at 4pm and the key will be in the key safe. Access details have already been sent to you in your final details letter.

DEPARTURE REQUIREMENTS:

When your holiday comes to an end and you are packing up to go home, please do ensure that you follow our COVID departure protocol:

- Please strip all the beds then fold the bedding up and leave it on the end of the bed. Bedding is a potential high-risk touch point and this procedure will help to avoid the cleaner handling excess laundry and potentially dispersing germs around the room in advance of the next guests.
- Please ensure all kitchen items have been thoroughly washed and put away. It is OK if the dishwasher is running.
- Please entirely empty the fridge, freezer and cupboards.
- Please empty all of the bins and put the rubbish in the appropriate black or red bins outside. Full guidelines for refuse collection can be found in the final details letter already sent to you. If you have any concerns about the volume of rubbish in the outside bins when you arrive please let Amanda know immediately. We will arrange a private waste collection.
- Please may I kindly ask that you leave the house as you found it. If you do move any furniture, we require you to return it to its rightful place.
- Please ensure that the BBQ is clean when you depart and that all cushions for outdoor furniture are brought indoors.
- Please ensure all windows and doors are locked and the front door key is returned to the key safe where you found it upon arrival.

Thank you for your co-operation and understanding.

GUEST PROTOCOLS – your commitment to us

From 4 July, the government has lifted restrictions to permit a stay overnight away from the place where you are living. This includes staying overnight in a second home or a holiday home. The guidance is that you should only stay overnight in groups of up to two households (your support bubble counts as one household) and should ensure you maintain social distancing with anyone you do not live with or is not in your support bubble. It is important during your stay away from home that you still continue to take particular care to maintain excellent hygiene - washing hands and surfaces - and avoid using shared facilities like bathrooms wherever possible. Wellies & Windbreaks advise guests to bring their own hand sanitiser, but has provided hand soap at every sink and basin in its holiday properties. Guests should be as vigilant about hygiene and social distancing as you would be at the present time in your own home environment. Not only will this protect you but it will also protect the local community in The Witterings.

INFORMING WELLIES & WINDBREAKS OF ILLNESS / COVID SYMPTOMS:

BEFORE YOUR STAY: If any member of your group has any of the main symptoms of coronavirus (COVID-19), you must inform Wellies & Windbreaks by email and you / they must stay at home (self-isolate) and get a test.

The main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms.

DURING YOUR STAY: If any member of your group becomes unwell during your stay and experiences any of the main symptoms of coronavirus (COVID-19), as listed above, you must inform Wellies & Windbreaks by email at amanda@welliesandwindbreaks.co.uk and by phone on 07816 281016. You must immediately self-isolate and request a test. A coronavirus testing facility in Portsmouth is open for those who are eligible to be tested at the lorry park in Tipner West. The facility is being run by Sodexo. When getting a coronavirus test in Portsmouth, people need to first check in at the Park and Ride in Tipner Lane, PO2 8AN. The government advises that you should get tested in the first three days of coronavirus symptoms appearing, although testing is considered effective up until day five.

If you test positive then you are required to inform Wellies & Windbreaks and you and any others who are staying at the house are required to return home as soon as you reasonably can. In such circumstances, unfortunately no refund would be payable in respect of the balance of your stay at the property.

It is critical that we know if a guest has symptoms or has tested positive in order to protect the cleaners and the next guests.

AFTER YOUR STAY: If any member of your group becomes unwell within 14 days of your return home and are experiencing any of the main symptoms of coronavirus (COVID-19), you must inform Wellies & Windbreaks by email at amanda@welliesandwindbreaks.co.uk. This information might be required for the NHS track and trace system.

CLEANING PROTOCOLS – our commitment to you

A risk assessment has been carried out for each individual property. Much of the content is highlighted below but if you wish to see a copy of the risk assessment, please email amanda@welliesandwindbreaks.co.uk. Self-catering cleaning protocols and detailed guidance, released by PASC UK, has been shared and discussed with all cleaning staff. A copy of the PASC Cleaning Protocols can be found on our website in the COVID pop up.

Wellies & Windbreaks has taken the decision not to leave 72 hours between bookings. Previous guests will have departed at 10am giving the cleaning team 6 hours to thoroughly work through the property. The cleaning team have a checklist which is signed and completed after each clean and sent to the management. This document clearly states what should be sanitised within the property: touch points, door handles, banisters, surfaces, bathrooms, floors, walls and soft furnishings. A copy of the cleaning checklist can be found on our website in the COVID pop up.

All bedding and towels will have been washed on a full wash at 60 degrees.

Cleaning products:

Wellies & Windbreaks has supplied all cleaners with BioHygiene, a virucidal disinfecting agent certified for EN 14476. This all-purpose cleaner and disinfectant is eco-friendly and can be used on all high-touch surfaces including: glass, light switches, worktops, electrical equipment and can also be sprayed onto all soft furnishings, including bedding and cushions and rugs. Product information about BioHygiene can be found on our website in the COVID pop up.

Cleaning limitations:

Wellies & Windbreaks has taken every step to ensure our houses are cleaned to the required standard. Many of our properties do have children's toys, books, DVDs and ornaments around the house. Whilst we have taken steps to remove many non-essential items from some of the houses, please note that although the cleaners will sanitise all hard touch points, they may not have wiped each and every item in the house. For your own piece of mind, we recommend you wipe down items before use. Wellies & Windbreaks has provided a multi-purpose anti-bacterial surface cleaner in each property for guest use.

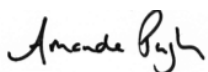
Additionally, most kitchen items will have been run through the dishwasher by previous guests and put away. It is unlikely that the guests will have been wearing gloves and the clean staff won't have time to sanitise every kitchen item. We recommend you run kitchen items through the wash prior to use for your own piece of mind.

Disclaimer:

As set out in this memorandum, Wellies & Windbreaks has taken all reasonable measures to ensure your family's health and safety during your stay at our property. However, Wellies & Windbreaks accept no responsibility for any personal injury or illness, including the coronavirus (COVID-19) sustained during a guest's stay at the property. Use by the guests of all facilities at the property is at their own risk.

Whilst the information above may in places seem rather onerous, the most important thing is that you feel reassured. We hope you have a wonderful family holiday and if you have any questions or concerns during your stay, please email amanda@welliesandwindbreaks.co.uk

Best wishes



Amanda Pugh

Founder & Managing Director