

# Wallace Lane Farm

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## IMPORTANT INFORMATION re CORONAVIRUS COVID 19

Dear Guest,

Due to the current situation with coronavirus (covid 19) we have put together the following guidelines for your information.

We will remain open in all our self-catering accommodation, including cottages, cabins, lodges and on our caravan and camping site unless ordered to close by the government. We have been led to believe we will be allowed to continue during the current problems, but this may change.

We are however taking seriously the governments advise about dealing with the virus, and we are taking several additional measures currently. We will be asking guests to help with some of these, as I am sure you are already doing.

### Check in, check out and payments

1. We will be operating a self-check-in process, keys and instructions will be left for guests to pickup. we will no longer be showing guests to their accommodation or having close personal contact with guests.
2. Upon arrival an envelope will be left for guests in the reception porch of the farmhouse with your name on together with a map of the site and the key to the property. If you have any problems telephone reception on 01697478188 or john on 07770232944.
3. We will be asking all guests to pay by card over the telephone or via the online system, please ring on day of arrival and make final payment, if you have not done so already, or please ask for us to email you a payment link for the automated payment system.
4. When checking out please leave the key on the dinning table in your accommodation and telephone text or email us to say you have left, please check out by 10.00am.

### Safety procedures

5. We are also following the advice of the government and would ask that you please inform us if you or any of your party has had cold or flu symptoms within 14 days of your visit or if anyone falls ill during your visit.
6. All our properties will be cleaned and washed as thoroughly and as practically as possible.
7. We are asking all our staff and guests to wash their hands as per advice given.
8. We will be asking each set of guests to use social distancing form other guests and our staff, we understand the safe distance is 2 metres or more, as most of our properties are detached this should be easy. This includes when walking round site and keep children and pets away form other guests and staff.
9. We will also be providing extra cleaning materials in each unit and will be asking each guest to clean the high-risk areas before they leave to help protect our staff and future guests. This will include kitchens and bathrooms door handles and hot tubs etc and please put all rubbish and recycling in secure refuse bags and deposit in bins provided on site. The bins are located next to entrance to camping field.
10. You may find that local pubs and cafes will be closed so please be prepared to self-cater, most local shops are open as normal.
11. Please also note that toilet rolls and some other essentials are in short supply so we cannot guarantee being able to provide them, but we will do our best.

## Camping and caravan site

We have made a risk assessment of our camping and caravan facilities and have concluded that they are a greater risk to guests and staff than self-catering accommodation since toilets, showers and washing facilities are shared with other users. We have therefore made the following recommendations and actions.

1. If you are staying in a caravan or motorhome, please consider using the facilities in your van ie toilets and showers to avoid contact with others. Water and drainage are available on all pitches and chemical waste disposal is also available.
2. If you must use the toilet facilities wash hands before and after use and clean area if possible when finished.
3. We will give extra cleaning to the toilets, and they will be closed during cleaning to avoid contact with our staff.
4. If toilets and showers are busy, please wait outside a safe distance form other guests and maintain social distancing where at all possible.
5. We do not recommend that guests in high risk groups use the communal facilities ie the elderly and others in the government guidelines.
6. We also ask anyone with cold or flu symptoms not to use the facilities.
7. Campers must also follow social distancing guidelines and must pay over the phone or online like other guests.

We will be keeping all these matters under review and will follow the best advice given by the experts. Should the government force us to close or ban all travel we cannot be held responsible and guests are recommended to take insurance or carry the risk of booking themselves. Hopefully we can all get through this difficult time safe and well and we thank you all for your attention and support. If you have any problems or questions, please don't hesitate to call or email us.

Best wishes

John and Janet Stanyer

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