**Guidance for guests to keep everyone safe from Coronavirus**

* **On arrival**

Please phone us when you are 10 minutes away and we will give you details of how to access the house. We have a code for the entrance doors so contact-free self-check-in is possible, if you prefer.

* **Check-in**

We will send you all the relevant welcome information by e mail and a laminated welcome pack is also available within the property with detailed instructions.

* **Infection control**
* Hand sanitiser and antibacterial spray is available in the house. However, we would prefer guests to bring their own sanitiser, especially if they are sensitive to certain brands.
* Disposable gloves are not provided so please bring your own supply.
* The house will be thoroughly cleaned and sanitised to industry standards by professional cleaners from Wolsey Trading before your arrival, but please wipe down surfaces and clean communal areas regularly during your stay to keep yourselves safe. All our cleaning materials adhere to industry standards.
* As an extra precaution, we are now leaving 72-hours between each booking to ensure the house is completely free of bacteria before your arrival.
* Once the house has been cleaned there will be a no entry policy until the next guests arrive.
* Please leave doors and windows open where possible during the day to help the air circulate during your stay.
* We provide a check-list of cleaning carried out by our professional cleaners prior to your arrival. Our cleaning protocols, which adhere to our professional association, are included.
* **Other changes**
	+ Please bring your own BBQ and BBQ equipment if needed
	+ We will not be allowing the hiring and use of hot tubs until further notice
	+ We have removed all children’s toys and outside play equipment so please bring your own if required.
	+ We have removed all items ( including sofa cushions and throws) which could harbour the virus and laminated information for easy clean.
* **What to do if you become ill during your stay.**

The vast majority of our guests this year are staying for two nights only and this is during weekends. This allows for a gap of more than 72 hours between guests. We trust that anyone with any symptoms of Coronavirus does not visit the house.

In the unlikely event that someone becomes ill and begins to show symptoms of Coronavirus during their stay, please inform us immediately by telephone. We will have to ask your group to vacate the house and follow government guidelines for self-isolation, as appropriate.

* **Check-out**

Please strip all beds and bag up all bedding in the laundry bags provided and leave in the utility room. Please place all used towels in the downstairs bathroom.

All our laundry is collected from the house and laundered by professional cleaners in Beverley and washed thoroughly at 60 degrees.

Please let us know roughly when you will be vacating the house and leave windows and back doors open to air the property as well as emptying bins. Please follow the detailed guidelines for check-out contained within the welcome pack.

If you are unclear on any of the above, please contact us on **07802348069.**