

## **Treicert Farm Cottages Covid 19 Information**

Dear Guest,

Welcome to Treicert Farm Cottages and we really hope you enjoy your stay in our cottage.

Due to the current situation regarding Covid 19, we have had to make a few changes in order to ensure the safety of our guests and cleaning staff. These changes will remain in place until it is safe to revert to our usual practices.

- We have completed a thorough risk assessment for our business and this is available to view on our website at [www.treicert.com](http://www.treicert.com).
- We are following government and industry guidelines with regards to cleaning and general running of our business during this time.
- Our check in / out times will be changing as follows : Check in 1700, Check out 0930. This is to allow us enough time to implement the cleaning changes we have made to ensure your cottage is cleaned and disinfected to the highest standard prior to your stay.
- All our cleaning staff will wear PPE as per Government guidelines.
- We have removed all non-essential items from the cottage (Books, DVDs Ornaments and Excess soft furnishings).
- We kindly request that you please bring your own towels for your stay. We feel that if we were going to a cottage during this time, we would prefer to use our own. We hope you understand. We will provide hand towels and drying up / dishcloths.
- On arrival, your cottage will be open and they key on the kitchen table. If there are any issues, please give us a call as we live on site.
- All beds will have clean mattress and pillow protectors. All linen is commercially laundered to our usual high standards to at least 60 degrees.
- ALL surfaces your cottage will be cleaned with Byotrol multipurpose cleaner and disinfectant. This is an industrial solution, recommended for use where Covid 19 may be present (Tested to EN 14476).
- ALL curtains and soft furnishings will be steam cleaned as recommended by government guidelines.
- All utensils and crockery will have been through the dishwasher on a high setting prior to your stay and left in the dishwasher for your reassurance .
- Remote controls will be thoroughly cleaned and disinfected with Byotrol.
- There will be soap dispensers available next to every sink for handwashing.
- You are advised to bring your own hand sanitizer, masks and any other PPE which you may require for days out. (We will not supply hand sanitizer or PPE as our cottages will be thoroughly cleaned and disinfected prior to each stay.) We advise that you thoroughly wash your hands with soap and water when you return to the cottage after a day out, as per government guidelines. )

*PLEASE TURN OVER*

If , during your stay you have any issues or need anything, please give us a call and we will be happy to assist. We live on site and will no doubt see you when you arrive or at some point during your stay.

- Please adhere to current government guidelines regarding social distancing and current covid 19 guidance during your stay.
- If you begin to suffer from any signs and symptoms relating to Covid 19 during your stay, please refer to our risk assessment and booking conditions and follow government guidelines.

We really hope that you enjoy your stay with us. On day of departure, we would be really grateful if you could .....

- Strip all the beds (just 2 x pillow cases, sheet, mattress protector and duvet cover) and place these in the bags provided.
- Put ALL recycling from plastic containers in to large clear bag provided. Place black general rubbish bag and clear recycling bag outside the cottage. Empty compost waste in to compost bin next to pond and place food waste bags in to food bin outside. Also place glass in to glass box outside.
- Ensure you take all belongings with you, including any unused food from the fridge, freezer and cupboards.
- Please place all used crockery and cutlery in to dishwasher and turn on at the hottest setting before you leave.
- Inform us of any maintenance issues regarding your stay.
- Please leave the cottage in the same condition as when you arrived.
- Please leave on time, by 0930 as we will need to start cleaning as soon as we can in order to prepare to the highest standards for the arrival of our next guests.

We hope you enjoy a welcome break from the past few months of lockdown. This current situation is new to us all and if there is anything we have missed or that you may require during your stay, please ask.

We hope that you will consider us again for a holiday, and if so, please visit our website at [www.treicert.com](http://www.treicert.com) . We would also be grateful of feedback regarding your stay.

Stay safe and please enjoy your cottage and all that North Pembrokeshire has to offer.

Andrew and Anona Thomas

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