

# Nant yr Onnen

B&B and Ysgubor Holiday Cottage

## Covid – 19 Information / Procedures

Hello there,

I am sure, more than ever, you are looking forward to your holiday!! We are looking forward to having you here too.



I'm pleased to say that we have acquired the Industry Standard mark 'We're Good to Go' – overseen by Visit Britain / Wales which means that our business has followed government and industry COVID-19 guidelines, has a Risk Assessment in place and a process to maintain cleanliness and aid social distancing. We have taken precautions to protect you and future guests and are following government guidelines. We have changed a few procedures to help us ensure we maintain this standard and some suggestions on how you can help too:

To allow us more time for additional sanitising, check in will be from 4.30pm and check out by 9.30am – please be on time on departure day, we really do need every minute!

Children's toys/books. We have temporarily removed children's toys from the toy box and reduced the number of dvds/books and they will be alternated each week

We have removed/reduced some tactile items which are difficult to sanitise during the changeover time i.e throws / pillows. We will alternate two sets of cushions/throws etc' and will clean each set between stays

We will follow an outdoor socially-distanced check in when you arrive – hopefully it won't be raining!

We have a septic tank which relies on bacterial action to work and therefore

**PLEASE DO NOT PUT ANY ANTI BACTERIAL / VIRAL PRODUCTS, BLEACH ETC**

down the sinks, showers, bath, washing machine, dishwasher or toilets

We will provide a food safe contact sanitiser for your use during your stay. Please do not use/bring chemicals unless they say 'suitable for septic tanks' on the label

We will leave a laundry bag for you in the understairs cupboard. If you could please put all bed, bath, dog towel and kitchen linen (used or unused) in the bag prior to departure

If you would rather bring your own duvet/pillows/bed linen, towels etc' – please just let us know

Nant yr Onnen Tregaron Ceredigion SY25 6NH 01974 299346 [www.midwalesgetaway.co.uk](http://www.midwalesgetaway.co.uk)



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Dishwasher. Please use the dishwasher for *all* of your washing up during your stay. It rinses at a high temperature, therefore sanitising all items. For items which can't go in the dishwasher we have provided contact sanitiser to use after cleaning

On your day of departure, whilst you are preparing to leave, please open the windows and doors to allow fresh air in as early as possible in the morning – weather dependant, of course

Spare bedrooms. If you aren't using all of the bedrooms, please refrain from entering these rooms during your stay to ensure they remain clean

Bins. Please empty all bathroom/bedroom bins into the main kitchen bin liner and place in wheelie bin outside

### **Accepting Guests During this Period**

To comply with Welsh government guidelines, you will need to provide us with the full name, phone number and address of all guests prior to arrival

Guests must be from the same household 'bubble'/group if this government guidance is still in place on your arrival day

Your whole party must arrive Covid 19 symptom free (no dry cough, high temperature or loss of smell/taste or any other symptoms the government subsequently name) If we believe any of your party arrive with any of the above symptoms we reserve the right to refuse you entry to the property and we will treat your booking as cancelled by yourselves

If you or any of your party are required, as part of track/trace/protect or 10/14 day quarantine for persons coming from overseas or other government system, to 'self isolate'/quarantine or if your home area is in 'lockdown' of any type or in a Tier which advises you not to leave your home area, this must be done at your own home and you must cancel your booking / return to your home address. We will treat your booking as cancelled by yourselves

If any of your party develop any of the above symptoms whilst here you must inform us, curtail your stay immediately and return home then inform us as soon as possible whether your covid-19 test is positive or negative. You will be charged £250.00 for deep cleaning. If it is impossible for you to return home you will also be liable for any lost revenue and additional costs we may incur

If you have any questions or suggestions then please don't hesitate to get in contact. Thank you very much, we appreciate your help in this effort

If we need to update these guidelines an updated copy will be emailed to you prior to arrival

Stay safe and we look forward to seeing you – Lee and John