



We are delighted to be able to welcome guests back to Oatfield.



However, the Government is only allowing accommodation businesses to re-open subject to **certain conditions being met**. We have been issued with protocols that outline new cleaning and safety requirements. These are **to ensure your safety**, and that of our staff and family. It will, however, mean that things are slightly different from usual and we will be asking for your cooperation with a few things.

Cleaning will take extra time – because of the Covid-19 risk, we now have to “double clean” – first our usual high-level cleaning, and then going over touch surfaces again with a virucidal sanitiser or UV light. We also have to change PPE between each room. This means that we need extra time for each changeover, so **arrival will now be 5pm** (rather than 4pm) and **departure 9.30am** (9am just seemed too uncivilised).

Contactless Welcome and dialogue - Your cottage will be left open and ready for you with a cleaned key at the door. Please try not to arrive before 5pm so that we can complete the enhanced cleaning under the Covid-19 Cleaning Protocols. To help us ensure that you have a safe and enjoyable holiday, we ask that you socially distance from other guests not in your bubble and be rigorous in following social distancing when out in public. We want to stay open.

If you provide us with your mobile number, we will greet you on **Whatsapp** and establish a Whatsapp contact group for questions during your stay. We will also provide you with access to **our digital Guest Book**. **WIFI** is an open fast network so you can get straight on it.

Restricted Access to Shared Spaces - The Games Room, the Information Room and the Sauna (water removed due to transmission risk) are **closed due to Covid19 Protocols**. If you need to use these spaces let us know via Whatsapp and we will book you a time slot for use limited to those in your “bubble”. A hand sanitising station is provided in each shared space - please wash your hands before touching anything. Please wipe down touch surfaces after use. Stay in your bubble, wash your hands, wipe it after use - Stay Safe.

Laundry Room: I know it's sad for those couples who like to do the laundry together but **One Person at a Time** in the Laundry room. **Wash Your Hands – Hand Sanitiser is provided** - before you touch anything. You will now need to supply your own detergents (we can't keep a bulk common one properly sanitised). **Please Wipe it down-** We ask that you spray/wipe touch surfaces after each use.

Please Strip your Beds before leaving – Not glamorous, on the last day of your holiday, we know. However, as 7/10 people who have tested positive with the antibody test did not have any symptoms, the Government is advising we must assume that someone in your party **COULD** be carrying the virus. The main route for contracting the virus is airborne, and it is considered that removing bedding could make the virus airborne, which is why they advise asking guests to strip the beds themselves.

Please empty all bins (including bathroom bins) and put into the outside bins.

Please fill the dishwasher with a full load of crockery and cutlery and set it running before leaving (do not empty it). We are now required to re-wash **everything** between guests, so it would help hugely if you could put all plates, cutlery, cups and pans you have used in the dishwasher before leaving, not just your breakfast things.

Some things may be missing – to reduce the risk of touch contamination, we have been advised to remove as much as possible from the cottages. This means that decorative cushions and throws, ornaments, paper information leaflets, toys, games, etc. have been kept to a minimum. We have also reduced the quantity of some kitchen equipment, as the requirement to rewash every item between guests (even if it is clean) would not be possible in the time with the usual quantities. Kitchen supplies have been individualised for obvious reasons.

First Aid – First aid kits have been removed from cottages due to contamination issues. Instead you can find first aid supplies in the Laundry Room and the Information Room.

If you develop symptoms – we sincerely hope that you will have a happy and healthy holiday. However, should a member of your party develop symptoms, the Government advice is to return to your primary residence immediately, and self-isolate there for a period of 7 days (14 days for the other group members). **Get a test Immediately** by contacting <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>. Please share the result with us as soon as you can. We will need you to provide names, telephone numbers and email addresses of everyone in the party, so that we can pass this onto the NHS if it is required. This information will not be used for any other purpose. This must be provided at the point of arrival or before. Remember the best way to stay safe is to regularly wash hands thoroughly.

Please do let us know if you do develop symptoms, as the cleaning protocols for the cottages are then different.

We hope that you will have a fabulous holiday. The “new normal” may be slightly different from what we are all used to, but it is great to be able to get away again, and if we all take responsibility for minimising risk, then hopefully we won't get locked down again!

One Last Thing - if you or any of your group develop Covid-19 symptoms within 14 days after your holiday please let us know.

If you have any questions, please call us on landline 01594 781055, mobile 07803 412609 or Whatsapp us for a faster response.