



Holiday Home Information for Guests

Pre-Arrival – Covid 19

CHECK – IN 5 pm CHECK – OUT 9.30 am

We are looking forward to welcoming you to Trevaylor. During the coronavirus outbreak, we are taking the necessary steps to ensure the safety of all our guests, our local community, and us. Please make sure that you have taken the necessary precautions to minimise the risk and spread of COVID-19. We must **all** share in this responsibility.

Please undertake the following prior to arrival

Check your temperature before leaving your home and before arriving. Your temperature cannot exceed 38°C/ 100.4°F.

If you have a fever or flu-type symptoms, please restrain from travelling. If you have tested positive for COVID-19, or a presumptive case, or have been in contact with anyone who has tested positive or is a presumptive case, **DO NOT TRAVEL**.

Please remember to bring a masks, gloves and hand sanitiser for the occasions that you will need them for the entirety of your stay.

Check in will be delayed until 5pm – please do not arrive before then, we will not admit you to your accommodation and you will be asked to leave and return later.

For us to comply with a deeper clean of our holiday homes all check ins will need to be delayed until after 5 pm. Thank you for your understanding and support in this matter.

Trevaylor will be following social distancing check – in procedures.

- Please stay in your car and telephone 01736 787016 on arrival. We will run through the check-in either via the phone or via socially distancing outside reception.

Social Distancing

- Please ensure that you obey the current Government guidelines regarding social distancing
- Please do not mix with other groups
- NO visitors will be allowed on site under any circumstances
- Children under 12 are not allowed to wander unsupervised around the site, this is due to the unintentional potential breach of social distancing rules as awareness of others may be less
- Please comply with any signage and one-way systems that may be employed on site at all times
- Ensure you comply with the numbers allowed in any area of the facilities block at any one time
- Please follow demarcation for queuing for facilities block

To comply with social distancing the play park will not be in use and the shop will be closed. We are always contactable via the phone, please call: 01736 787016.



Cleaning

We pride ourselves on our high levels of cleaning, but now cleanliness is even more critical. Our deep cleaning will involve the cleaning and sanitising of our holiday homes between guests. We encourage you to continue to clean through your stay and will leave a supply of cleaning products for you to use.

Some changes you may notice:

- De-cluttering of holiday homes – we have paired back what we supply in the holiday homes, all paper leaflets, games, and books etc have been removed. Please bring anything that you might want for entertainment and take it home again after your stay
- Kitchen equipment – we have supplied the basics as you would expect but if you require any more of an item please let us know
- No blankets or coat hangers – if required please bring your own and take home again after your stay
- No hiring of bed linen – please bring your own and carefully remove without shaking

What to do if you or one of your party becomes unwell

- **Inform us** - by calling 01736 787016
- **Leave** - all guests in the party must leave immediately and return home safely in the vehicle you came in
- **Test** - Undertake testing when you arrive home
- **Inform us** - of the outcome as soon as you have the results

Things to bring

- Bedding – sheets, duvet covers, pillow covers allocation of 2 pillows per person per, all holiday homes have a double bed and single beds
- Towels
- Comprehensive first aid kit
- Sun cream & after sun
- Hand sanitiser
- Gloves
- Face masks
- Extra soaps, wipes etc as you require

CHECK OUT by 9.30 am

Again, thank you for your understanding due to involved deep cleaning and sanitising between guests we have had to bring forward our check – out to 9.30 am

- Remove all rubbish and dispose of in the recycling and general waste bins near reception
- Please ensure you have done all the washing up including the grill
- Please leave the holiday home in good order and clean

Please leave all windows wide open (if raining please leave on first latch).

Leave key on the kitchen worktop.



Thank you and we hope you enjoyed your stay at Trevaylor and we wish you a safe journey home.