



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

A lateral flow test.

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 traveling. 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**.

Check in will be delayed until 5pm – please do not arrive before then, we will not admit you onto your accommodation, we have no waiting area, 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.

THINGS THAT WILL STILL BE IN PLACE AND WHAT YOU NEED TO KNOW BEFORE YOUR STAY:

Despite the relaxation in rules on face masks and social distancing on the 19th July the pandemic has not ended it is still with us, and continues to pose a risk to you, your family, our community, staff and us, we are therefore going to be keeping certain procedures in place to protect us all. These are as follows:

Trevaylor will still be following social distancing check – in procedures.

- Please stay in your vehicle and telephone 01736 787016 on arrival. We will run through the check-in either via the phone or via socially distancing outside reception.
- Visitors will be allowed on site. Prior to arrival they must email us with the following information: date & holiday home they are visiting, contact details of all party members over the age of 16, (name and mobile number). Anyone found to be on site without providing this information will be asked to leave immediately.

ALL VISITORS MUST LEAVE THE CAMPSITE BY 9PM

WE REQUIRE THAT YOU STILL WEAR FACE MASKS IN THE FACILITIES BLOCK

Wearing a face mask in the facilities block will reduce your risk and the risk to others, where you come into contact with people you don't normally meet in an enclosed space.

Therefore, if you need to use the laundry room onsite, please wear a face mask inside that space.



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 pared 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
- 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.