

Lakewood Cottages – COVID19 PROTOCOL

(Website)

www.lakewoodcottages.co.uk

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Following the recent government announcement that the Covid legal restrictions have now ended.

As a small business we are committed to the safety and well being of our guests and our staff and this will always be our priority.

While it's our hope that your stay is perfect, sometimes things go wrong. If that happens, don't hesitate to reach out to us. As a family we are dedicated to ensuring that your stay here is enjoyable.

Even though it is not now a legal requirement, for the safety of yourselves and our other guests whilst enjoying the lake/woodland and garden areas, we would ask that you observe social distancing when any interaction is made with other guests staying at Lakewood Cottages.

Whilst we understand the statutory regulations in regards to Covid-19 continue to change. As a small business we would still appreciate it if you could inform us if you test positive for Covid-19 whilst staying at Lakewood Cottages, so that extra cleaning measures can be put in place at the end of your stay. Please be assured that we are continuing with our current Covid-19 cleaning procedures and will continue to do so for the safety of our guests, staff and family.

We will therefore continue to go to great lengths to best maintain and prepare the cottages for your arrival, our current operating protocols will continue which allows extra cleaning time between guests to clean, disinfect and sanitize all high-touch surfaces. This may mean that your property won't be ready until 4.00 pm, but you can be rest assured that it will be clean and safe for your stay! If you'd like to learn more about what we're doing to prepare your cottage and make it safe, please contact us for more information.

To help keep our guests safe and to avoid cross contamination between guests we have made the decision to continue to remove all books, DVD's, games, jigsaws etc at the present time. Please feel free to bring your own with you should you wish. You will be pleased to hear that we have reopened the Summer House for the use of our guests during their stay.

At Lakewood Cottages we have always been happy for guests to have family and friends visit them during their stay. To continue to provide a safe environment for all

our guests we are asking that the amount of visitors be limited to a small number and to be mindful of other guests who are using the cottages.

We are continuing to provide a self-check-in system. The instructions for this will be emailed prior to your arrival at the cottage. Keys will be accessed from a key safe adjacent to the entrance door of each cottage. Please be assured that we will be available on your arrival if needed, and at anytime during your stay. We can be contacted on either our mobile or office number. Additionally, you'll find complimentary hand sanitizer and disinfecting wipes at your property.

We are committed to ensuring you have a fantastic stay, and are available if you need additional information. We look forward to seeing you soon!