

Lakewood Cottages – COVID19 PROTOCOL

(Website)

www.lakewoodcottages.co.uk

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We are pleased to announce that following the government road map announcement Lakewood Cottages will be open to guests from **Saturday 17th April 2021**. We are now taking bookings for any of our available weeks from that date.

The current government roadmap indicates that we will be able to open as follows if at the time the data allows:

Bookings 17th April to 17th May 2021: We can accept bookings from one household or support bubble.

Bookings from 17th May to 21st June 2021: We can accept bookings for up to two households or a group of six guests from various households.

Bookings from 21st June 2021: It is expected that bookings will go ahead with no restriction on household or guest numbers.

For further information please see the Government Coronavirus website.

We understand that the last year has created a lot of uncertainty to travellers, so we wanted to proactively share the steps we've taken to ensure your health and safety and the safety of our staff.

While we've always gone to great lengths to best maintain and prepare the cottages for your arrival, we've since updated our operating protocols and are allowing 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 remove all books, DVD's, games, jigsaws etc. Please feel free to bring your own with you should you wish. Unfortunately, at this time the Summer House will have to remain closed as this is a communal space.

At Lakewood Cottages we have always been happy for guests to have family and friends visit them during their stay. However in the current situation to provide a safe environment for all our guests we are asking if you wish to meet with family and friends

who live in the area. Please make arrangements to do this off the Lakewood Cottages site, so only guests who are booked to stay use the cottages and grounds.

To observe government guidelines on social distancing, we've provided contactless check-in instructions for accessing your cottage. Keys will be accessed from a key safe adjacent to the entrance door of each cottage. Combinations for the key safes will be provided to you prior to your arrival. 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!

As per Government guidelines if you or any of your party/household are currently suffering with Covid-19 symptoms, awaiting a test and/or have been contacted through track and trace and informed to self-isolate and this period will fall on the start date of your holiday unfortunately you will need to cancel your booking. Please call us to discuss with regards to moving your holiday to a later date.

Please be aware that if you or a member of your party thinks that they have contracted Covid-19 symptoms whilst staying at Lakewood Cottages, you are advised to inform us immediately and arrange to be tested as soon as possible. If the test is positive, they should return home if they are able to do so and must follow government advice and self-isolate as per current government guidelines. All members of your party staying in the cottage should leave the site and must self-isolate as per the current government guidelines. If the affected member of your party is physically unable to return home, they need to consult the relevant health professional. It is important that you discuss how you wish to proceed with ourselves as soon as you can if you/they have tested positive. In all cases the visitor will be expected to pay all extra costs if this extends beyond your booked stay.

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!