

## **CHURCH BAY COTTAGES, CAMPING & TOURING SITE** **COVID-19 UPDATE 29 JUNE 2020**

### **SELF CATERING HOLIDAY COTTAGES**

The Welsh Government has now said that we can resume bookings from 13th July 2020 for self catering accommodation.

Whilst this is great news for our guests and our business, we fully appreciate that some people may feel uneasy about it. We would like to take a few moments to reassure everyone and let you know about the steps we have taken so far and will be implementing going forward to reduce the risk of Covid-19 spread for all of us.

**It is important to note that the Welsh Government have said we can resume from this date assuming that the numbers continue to decline. They are able to change this if they feel it necessary.**

We will do all we can from our end to reduce any risk for all of us. As many of you know we are a small family run business, and we live onsite so reducing the risk of spread is the most important factor for us. We wouldn't agree to re-open if we don't think we could do so safely, but in order for this to work we need your help.

As a result of all the changes and new measures we have had to put in place, we need to make some amendments to the normal procedures and things you may be used to.

### **CHECK IN & CHECK OUT**

#### **What we ask of you...**

We have brought our check out time forward to 09:30 and the check in time to 17:00 to allow for all the additional cleaning & measures we need to take for all our safety. Please do not arrive before this time if we have not told you to.

#### **What we will do...**

We will text you on your arrival day if the cottage will be ready earlier.

### **BEDDING & LINEN**

#### **What we ask of you...**

We will provide a bin bag for each bed. We kindly ask you to strip your bed at the end of your stay and place bedding into each bag. Do not shake bedding. We appreciate the extra time to do this. We need to reduce the handling of used linen at all times.

#### **What we will do...**

We will wash all bedding at 60+ along with using a laundry sanitiser.

Mattresses, duvets & pillows will all be steam cleaned & sprayed with disinfectant before they are made up for your stay.

### **AIRING THE PROPERTY**

#### **What we ask of you...**

Where possible during your stay, try to air the cottage. Window's / doors open to allow air to circulate.

#### **What we will do...**

We will have all windows and doors open whilst cleaning and until your arrival.

## **COVID-19 SYMPTOMS**

### **What we ask of you...**

You must NOT travel to Anglesey if you are showing any symptoms of Covid-19. If you develop any symptoms during your stay, you & your group must immediately leave the property, inform us by text and return home to self isolate.

## **COTTAGE CLEANING**

### **What we ask of you...**

We have provided a selection of cleaning products in each cottage. Please use these during your stay. Keeping surfaces and high traffic areas clean as you stay will help reduce risk for all.

When you leave we ask you to load the dishwasher on a hot wash with all cutlery, crockery etc that has been used throughout the stay & leave this running.

### **What we will do...**

When it comes to preventing the spread of germs, it helps to understand the difference between cleaning and sanitising. Cleaning is the act of removing germs, dirt, and impurities (like when you use a soapy sponge to wipe off a visibly dirty counter or stovetop). Sanitising is when you use chemicals to reduce the number of germs and bacteria. By cleaning first, then sanitising, you can lower the risk of infection.

Prior to your arrival we will clean the cottage to the best of our ability to reduce the risk. We will clean and disinfect all surfaces and high traffic areas. We will adopt a two phase cleaning strategy - starting with hot water and detergent and then a double clean of the same surface with anti-viral product.

Once cleaning has been completed we will use a steam cleaner to go over all soft furnishings such as chairs, sofas, beds, pillows etc along with the bathroom & kitchen.

Disposable gloves, masks & aprons will be used and discarded after each clean. All cloths, mops & sponges will either be disposed of or washed on a hot setting between cleans.

We will be continually updating & amending our cleaning regime in accordance to government & NHS guidance.

We have provided a well stocked cleaning box in each cottage with disinfectants, cloths, cleaning sprays, sanitiser, wipes etc. Please use these during your stay.

## **WELCOME GUIDE**

We would normally have a welcome guide in the cottage with local information, emergency numbers, WiFi passwords etc. These folders will need to be removed for the time being. All this information can now be found condensed on to one sheet which will be left for you. Please dispose of this when you depart.

## **TOYS, GAMES & BOOKS**

### **What we ask of you...**

Please be patient when you see the changes we've had to make. For now all toys, games, books & DVD's have been removed. Please don't leave any for other guests when you depart as unfortunately we will not be allowed to keep them.

### **What we will do...**

We have cleaned everything and stored them away for the future.

We have also removed some soft furnishings such as throws for the time being.

## **SOCIAL DISTANCING**

### **What we ask of you...**

Please do not come to the main house unless it is absolutely essential. You can contact us using the number given or via the bell outside in the cottage entrances.  
Please be respectful of others that may be staying in our cottages opposite by maintaining social distancing at all times when passing in the yard or parking area.  
As many know we have small children onsite who would struggle to understand social distancing. Please bear this in mind when passing.

**What we will do...**

We will provide a mobile number that you can text / call or WhatsApp us on to reduce contact. A gate has been put up and our facilities for the campsite closed for now, meaning no camping guests will be around the car park or cottages. They will have a separate contact point for reaching us.

**HAND WASHING & SANITISING**

**What we ask of you...**

Please use the hand sanitiser at the cottage entrance each time you enter the cottage. Use the hand wash provided at each sink regularly.

**What we will do...**

We will provide hand sanitisers at the entrance to each cottage for you to use each time you enter. We will provide hand wash at each sink.