

The Chalet self-catering cottages - Our Covid statement

We look forward to welcome you to the Chalet self-catering properties.

We reassure you that we will be following government guidelines and hospitality best practices for self-catering accommodation so you can confidently enjoy your stay at the Chalet. It is essential for the safety of yourselves, of our staff and of us that you read the information below. These are based on the risk assessments we have carried out and update as the guidelines are issued.

Guests are reminded not to travel if they are experiencing any of the Covid-19 symptoms, as they will need to isolate at home. Please do not travel to us if you have any symptoms or have been asked to self-isolate.

WHAT TO EXPECT WHEN YOU VISIT

Cleaning – we have always had high cleaning standards. The Chalet properties hold a 4 star accreditation from VisitBritain/AA and our cleaning was rated at 5 star.

We have a long standing, experienced, professional cleaning team who have always achieved 5 star cleaning standards and are now taking extra steps to ensure all areas are thoroughly sanitized and clean. We use Antibacterial disinfectant for sanitizing and work to a sanitizing check list of all 'high touch points' in each room. We use an upholstery sanitizing spray for the soft furnishing, sofas and chairs. Our linen and towels are professionally laundered with every changeover and washed to the required high temperatures. Entry points to the cottage including doors and the keys are also sanitized with every changeover.

We have unfortunately had to remove all brochures as suggested in the govt. guidelines therefore reading material, books, DVDs, CD's and games will be temporarily removed but provided you with useful local links and resources in advance to your arrival. Brochures for attractions can be obtained from Grange Tourist information center on Main Street for your use. Kindly take it with you or recycle after your visit. The welcome manual with information about your stay and local suggestions will remain in the cottage and be wiped after each stay. Kindly refrain from taking material out of the manual.

Check-in, Check-out - The Chalet offers self-check in with key boxes and entry codes. This will be sent to guests in advance. These will be wiped with antibacterial cleaner after each stay. Due to the extended cleaning routine and allowance for more ventilation between changeovers, check in time is now 4pm.

Contacting us – If you need us during your stay please telephone, WhatsApp or text. 07789392816. If we or our house manager have to visit the cottage during your stay for a maintenance issue we will wash our hands and sanitize before we enter. To maintain the required social distance we will visit when you are out or ask you to remain in another room.

WHAT WE EXPECT FROM OUR GUESTS

We have had to change a few things at the Chalet following government guidelines and we kindly ask our guests for your understanding and corporation at this time.

Before you arrive – If you or anyone in your party is experiencing any of the Covid-19 symptoms, please follow the government advice and DO NOT travel to us.

During your stay – If you or anyone in your party is experiencing any of the Covid-19 symptoms whilst staying we would ask you to remain in the cottage and contact us by text/telephone immediately. You will be asked to return home to self-isolate. It is important to contact us immediately so we can ensure the required no-access and deep cleaning guidelines are followed to protect us and incoming guests.

Washing hands – We politely remind our guests to wash their hands when returning to the cottage after being out.

Facecoverings – It is recommended and advised that you wear a face covering when in close proximity, in confined spaces and any indoor locations. Kindly carry your own.

Linen, towels – We kindly ask guests to strip your bed linen at the end of your stay and place them in the laundry bags provided in the wardrobes.

Waste – We kindly ask guests to carry out your own recycling and place all waste in tied up black bin liners provided and place it in the designation areas and bins.

General guidelines – we kindly ask guests to bring your own antibacterial wipes and hand sanitizer and help stop the spread of the virus as you would in your own home setting.

Planning your visit – We remind guests to plan their stay by booking visits to attractions in advance. www.visitcumbria.com www.lakedistrict.gov.uk and www.saferlakes.co.uk are useful resources.

Booking restaurants and pub meals is also recommended to avoid disappointment. Grange town center has some new street markings to help manage distancing for the community and tourists during this time.

In and around Grange and the Lakes – Please respect social distancing and follow government guidelines. Please appreciate the pressure on local services and resources in an area with high tourism and higher aging population and respect the locals.

Please do not hesitate to ask us if you have any questions about this information. Below is also a risk assessment we have carried out for your reference.

We very much want you to relax and enjoy your stay at The Chalet in beautiful Grange-over-sands and the Lake District.

Thank you, Peter & Harsha Brown

Covid-19 Risk Assessment

This Risk Assessment has been carried out following the guidelines on the HSE (Health and Safety Executive) web site www.hse.gov.uk and [www.https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation)

Assessment carried out by: Harsha Brown
Date assessment was carried out: 26/06/2020

Potential Hazards

- Contamination of the site by guests who are asymptomatic or who develop symptoms while in situ.
- Transmission of the virus between guests or between guests and contractors/suppliers.

Who is at Risk?

- Other guests on site in the other cottages or with subsequent bookings, particularly the elderly or those with underlying health conditions.
- Owners, Cleaning, Gardening, House manager, Maintenance Contractors and their immediate families, particularly if they care for relatives who are elderly or have underlying health conditions.
- The wider public locally.

Actions to Control Risk

Anybody who is exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 14 days prior to their booking must follow the Government instruction to self-isolate and follow NHS guidelines. Therefore, they should not arrive on site.

Anybody in one of the vulnerable groups identified by the Government should follow Government advice to self-isolate. They should not arrive on site.

Contractors who are exhibiting symptoms or who have any reason to believe they may have come into contact with the virus within the previous 14 days should not come on site and they should follow NHS guidelines.

We will ask guests to follow guidelines on social distancing. The Chalet has only three cottages set in our own gardens. It is relatively easy for guests to avoid contact with each other and socially distance using their own front door and being courteous when parking responsibly on the private drive. It is also possible to have a relaxing holiday without leaving the site.

Guests should arrange for groceries to be delivered to their cottage to avoid trips to the supermarket. This service may be available via the local grocers Fletchers on the main street, Higginsons Butchers and Hazelmere Café and Bakery amongst others, if supermarket slots are unavailable or you wish to shop local. These highly recommended local outlets also offer

ready meals and cooked meals of a high standard. Guests need to check with the locations as the situation is changing daily.

Guests are advised that there may be restricted opportunities to eat out at this time and they should be prepared to fully self-cater.

Implement Changes to cleaning policy

- We always strive to maintain extremely high standards of cleanliness at the Chalet. For the duration of the Corvid-19 outbreak we have decided to adopt the cleaning practices recommended by Public Health England (PHE) including using antibacterial, antiviral and alcohol based cleaning products. We will also pay particular attention to frequently touched surfaces such as door handles and handrails and spray soft furnishings with antiviral sprays.

To Protect our Cleaning Team they:

- Make allowance for extra time between cleans and extra ventilation
- Use rubber gloves, masks and plastic aprons with every clean.
- Limit the number of team members in any property to two at a time.
- Ask guests to strip their own beds and put used linen in bags provided.
- Ask guests to empty all bins and place tied bags into the external waste bins.
- Carry out their own recycling
- Professionally clean all linen and towels using contracted professional laundry services

This policy will be reviewed monthly until the Government advises that the Covid-19 threat has passed.



Coronavirus COVID-19

STOP THE SPREAD



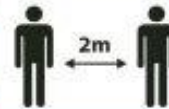
Stay home if you feel ill.

Cover your cough or sneeze with a sleeve or tissue. Bin your tissue after use. Wash your hands.



Wash your hands frequently using soap and water.

Maintain a physical distance of at least 2m (6ft) from others.



Clean and disinfect frequently touched objects and surfaces

Avoid contact with those who are ill



Avoid touching your eyes, nose and mouth

Avoid physical contact such as hugs and handshakes when greeting someone.

