

# CRUMMOCKWATER COTTAGES



Dear Guests

We have had to do some re-organising around the cottages which I hope will give you confidence in the accommodation and enable you to relax on your holiday. I have Visit England Good to Go and AA COVID-19 confident accreditation as well.

## **What we have done**

I am very sorry I am unable to provide the usual welcome pack of tea and cake for you. I have also had to remove some items out of the cottages because of cleaning concerns. The information files have been removed but I have transferred some local info to my website. The appliance folder has been taken out but I have left the cooker instructions in an envelope in case you need them. If you would like any further information please let me know. I have removed half the books etc from the bookcase and will rotate them on a weekly basis, I am also taking out and replacing bedding and cushions in a similar manner.

## **What you can do**

Your cottage has been deep cleaned using appropriate products and equipment: there is a signed check list available for you. I would be grateful if you would keep the cottage clean (but don't go mad, you are on holiday) during the week, cleaning materials are provided. Please use sparingly as our klargester may not be too happy with what we are using. I would also ask that you air the property during the week by opening windows (weather permitting)! Our new cleaning regime has been in place for a little while now and we are finding it is taking quite a bit longer. Our normal departure time has been 10 am but it would be very helpful if you could be out of your cottage and the car park by 9.30 am so that we can make an earlier start.

Please practise social distancing around Fouslyke. The areas that you share with other guests are the courtyard, rubbish disposal area and the clothes drying area behind Crummock. Please park considerately in the car park. I would ask that you use the car park entrance even when you are walking or cycling as this avoids the need to open and close any gates. The rubbish area is used by us all. Please be very careful with what you put in the recycling, if in doubt put in rubbish. I'm sure you will understand that I do not want to have to check through the bins. I am leaving some sanitiser by the bins to wipe them after use.

I am sorry but I also need to give you the procedure if one of you thinks they may be infected with the virus. You need to let me know immediately, self isolate, request a test then if positive return home as one party as soon as possible. If your symptoms become worse rapidly and you need to contact the NHS the online service is [111.nhs.uk](https://111.nhs.uk) or telephone 111. There is an information sheet by the phone.

I am required to keep a temporary record of guests for 21 days and assist NHS Test and Trace with requests for that data if needed. I am now also legally required to display official NHS QR code posters. If you have the Track and Trace App on your phone I would be grateful if you would scan the code.

I hope you do not feel this sounds too formal and unfriendly but there are so many issues to consider to keep us all safe. I am still here to help you with any questions, information or problems. I hope I will see you around Fouslyke and will be able to have chats with you during the week at a safe distance. If however you need to contact me please do so either by phone or email. If you do need to speak to me directly please ring the bell on the wooden door in the courtyard.

Enjoy your stay!