

WELCOME TO THE HAYLOFT **COVID-19 SUPPLEMENTARY INFORMATION**

Many thanks for choosing to book our holiday accommodation - we are very happy to welcome you to Redmain and our home.

Because of COVID-19 we have had to make some adjustments to how we welcome guests and to what we can provide during your stay, in accordance with Cumbria Tourism guidelines.

Our COVID-19 Risk Assessment and other related documents can be found on this website.

We hope to maintain our current arrival and departure times (currently 4pm and 11am respectively) but please understand if we ask you to leave slightly earlier or book in later to ensure that new sanitising and cleaning requirements are adhered to.

Before Your Stay

Prior to your arrival please:

- provide full contact details for all guests – name, address, email and telephone.
- complete a COVID-19 symptoms assessment on the day before you travel to Redmain.

When You Arrive

There will be hand-sanitiser on a table just outside The Hayloft entrance - please use before entering The Hayloft on your arrival and each time you return to the property.

You will find our cleaning check-list in The Hayloft for your information and peace of mind! Please leave this on your day of departure as we require it for our records.

During Your Stay

In between guest visits, we are sanitising all crockery, pans, glasses and cutlery by running items through our home dishwasher and we have reduced the number of plates, bowls, glasses etc accordingly. Guests should wash items they use as normal throughout their stay.

We normally provide tea and coffee for guests but have now removed them, along with basic condiments such as salt and pepper, sugar etc - so please remember to bring these items with you, if required.

Our selection of leaflets offering information on local tourist attractions and things to do and see within The Lake District have been removed, as have our provision of games and books for guest use.

If required, please feel free to make use of the cleaning products provided, including the virucidal disinfectant, but please remember that this should remain in The Hayloft at all times. Airing the property during your stay is also recommended. (Please do not open the Velux windows in the bathroom and kitchen area.)

On Day of Departure

Please place the duvet and pillows (with covers still on) in the large laundry bags provided (located in drawer of wardrobe) and close zip. Please also strip the bottom sheet of the bed and the mattress protector and place in one of the bags, along with other linens used such as dish cloths, towels, tea-towels and oven gloves.