

# Covid-19 Measures for your secure stay at Caythorpe House Holiday Apartment



## Guests Pre-Arrival

Guests will be contacted via email/phone and asked about any Covid 19 symptoms prior to their arrival. If any symptoms are present guests will be asked not to travel and alternative dates will be found. We strongly recommend that guests acquire adequate insurance for the cost of their holiday with us.

## Payment

To reduce contact and virus spread, full payment will need to be settled the day before arrival (Booking.com customers will have already paid in full). This may be processed automatically via our reservation system or via card payment over the telephone.

## Arrival

Entry is by a keyless entry system. You will be provided with a key code for both the entry porch and the apartment front door. Both of these locks and associated handle, stair rail are sprayed with Hyclin 'Antiviral Surface Cleaner' which is effective against coronavirus. Hand Sanitiser is located on the inside of the front door for use upon arrival and departure.

## The Apartment – Your security is paramount

To reduce the spread of the virus we have removed everything from the flat that is deemed non-essential to your stay. We are disappointed to have done so, but your safety is of paramount importance to us and we hope that you will bear with us.

Housekeeping staff do not enter the apartment during your stay. It would be appreciated if it is kept clean and tidy. Guests staying for two weeks will be given fresh bedding and towels and asked to leave the old laundry in the bag provided. With your express permission we will service the apartment mid-way through a two week stay. Between guests departing and arriving, the apartment will be thoroughly cleaned according to our enhanced cleaning cycle.

## What if Covid-19 symptoms appear during your stay?

Should you or a member of your party contract symptoms of Covid-19 during your stay, you will be asked to leave in order to minimise transmission. If your symptoms are more serious (eg breathing difficulty) please let us know in order that we may seek emergency medical advice. We have left a copy of NHS guidelines for your information. Should you need to abandon your stay we will seek to re-accommodate you for a future stay using the remaining days of your initial stay.

We are endeavouring to offer secure accommodation for all guests during this pandemic. We appreciate that many of our little extras have had to be curtailed for the time being. Please bear with us - these steps have been taken with your safety, staff safety and the wider community's safety in mind. We are happy to discuss any thoughts that you may have to make your stay an enjoyable one – after all we want to see you again next year!

## Need Additional Information?

If you are in any doubt about continuing your stay with us or wish to discuss your up-coming stay – please phone 01929 422892.

[enquiries@caythorpehouse.co.uk](mailto:enquiries@caythorpehouse.co.uk)

Email: Covid-19 Apartment measures for your secure stay 30/06/20.