



Staying Safe

We re-opened The Hare's Field on 4th July 2020. During our planning we have had the safety and welfare of our guests, our housekeeper, and the local community at the heart of everything we have done. Following the very latest Government guidelines, we have implemented a range of new procedures.

To keep you safe we have:

Changed Check in and Check out Times

To allow extra time for the enhanced cleaning, we ask you not to check in before 5pm on your arrival day and to check out no later 9am on your departure day. We also allow 72 hours between bookings as an extra precaution.

Changed our Welcome Pack

We have taken the decision not to include a Welcome Pack of milk, bread, and cake, to reduce touch points. We have provided you with hand sanitisers, extra soap, temporary face masks and disposable gloves which will be in the main barn and accommodation with a bottle of wine.

We will email a copy of the welcome folder on things to be aware of when staying in the barns, on confirmation of the booking. Again, this has been done to reduce touch points.

An enhanced approach to cleaning

Pauline lives locally and always cleans The Hare's Field to an extremely high standard.

Pauline now wears full PPE while cleaning the cottage and uses disposable cloths.

Pauline has a dedicated box of industry approved cleaning chemicals and products together with disposable masks, gloves, sleeve covers, apron, and shoe covers. This is kept in a lockable cupboard in the main barn, so they are only used here, to make sure everyone is safe. Disposable cleaning items will be double bagged and then safely disposed of.

Pauline also uses a 'fogger' to disinfect all areas.

Superfluous soft furnishing such as bed quilts, cushions and throws have been removed for the time being.

Leaflets and magazines have also been removed.

Games have been removed and we advise you not to use the books in the barns.

All hard surfaces will be cleaned with warm soapy water and then these surfaces will be disinfected with commercial grade disinfectant.

The barns will be well ventilated during the process of cleaning and windows will be left open in readiness for your arrival.

We will pay particular attention to surfaces that are most regularly used, and these have been identified on the 8 high-point deep clean plan (see below).

1. **Door Handles:** All of these have been cleaned first and last thing before guests arrive.
2. **Bathrooms and WCs :** All hard surfaces, taps, controls and toiletries are thoroughly cleaned.
3. **TV and Audio System:** All thoroughly cleaned along with controls.
4. **Lamps & Switches:** All the light switches and sockets are cleaned.
5. **Cupboard & Draw Handles:** All the handles, doors and shelves are cleaned.
6. **Hard Surfaces:** All are thoroughly cleaned including the sofa, chairs, and tables.
7. **Kitchen Items:** All cleaned thoroughly including appliances.
8. **Bed linen & towels:** All bed linen, towels are washed at 60 degrees.

Pauline will take her temperature before starting work.

Our Risk Assessment is in line with the most up to date Government guidance.

Please help us to keep you and others safe while out and about:

- Always respect social distancing.
- Sanitise or hand wash for 20 seconds or more before and after a walk.
- Park in official car parks.
- Please take your litter home.
- Remember to check the websites of attractions, before setting off, as many now require you to pre book a time slot.

Some Handy Things to Pack

- Face masks, especially if you are planning to visit any shops or indoor tourist attractions. These should be washed each day.
- Disposable gloves – for topping up your car with fuel and disposed of safely after use.
- Reusable coffee cups as its better for the environment and allows a takeaway while cafes are socially distancing.
- Games, DVDs and books.
- Non-essential items such as hair driers and irons have been removed so you may want to consider this when packing.

Covid-19 Symptoms – Call 911 for Medical Advice

If you or your party develop, or have symptoms, of Covid-19 within 14 days of your holiday, you must inform us at least 48 hours before you are due to depart. You will need to check your travel insurance regarding their cancellation guidelines.

If you become ill or display any symptoms of Covid-19 whilst you are at the property, you should let us know straightaway.

Check Out

Please strip the beds and put all the bedding and towels in the disposal bags provided. Please leave the mattress protector on the bed as this will be sprayed. Bedding will all be washed at 60 degrees.

Please leave the windows open on departure.

Please load the dishwasher prior to leaving.

Otherwise please leave the property as you found it.

Cancellation

We will always do our best to find a solution which is fair. Where government restrictions regarding travel or usage exist, refunds will be given.