

Greetham Retreat Holiday Cottages - Covid Secure Operating Measures

Greetham Retreat Holiday Cottages will be operating in a Covid Secure manner in accordance with Government and Public Health guidance when we re-open on Monday 12th April 2021 for holiday guests, from a single household or support bubble. We have been awarded and will be operating to the national industry standard called "**WE'RE GOOD TO GO**" that requires we implement the appropriate control measures and procedures. This award is recognised by VisitBritain and VisitEngland the National Tourist Board for England.



To help us to reassure and protect you and other guests whilst on site the following new Covid secure measures will be implemented: -

- **Full payment in advance is required prior to your arrival.** *(To limit touch transmission opportunities).*
- **Any guest displaying Covid-19 symptoms, high temperature, persistent cough, loss of taste or smell should NOT travel to Greetham Retreat** and should self-isolate at home as per Government guidance.
- **Any guest who displays Covid-19 symptoms, of a high temperature, persistent cough, loss of taste or smell during their stay at Greetham Retreat** should notify the owners immediately, arrange a Covid test and if positive, should travel home straight away, to self-isolate.
- **Your cottage will be available any time after 4pm on your arrival day.**
- **Please park in your allocated parking place.** This is shown on the **Parking and Entrance Plan** that will be sent to you before you arrive. We will not meet you in person on arrival. *(but we will make contact, with you sometime after you have arrived)*
- Your **sanitised keys are in a sanitised Key Box situated on the wall next to your cottage's front door.** *(Please view the **Parking and Entrance Plan** for location of your cottage's front door).*
- **Social distancing** will still need to be observed by all guests and by us when using the grounds and facilities. *(a minimum of 2 metres social distancing between all households is required whilst on site)*
- All guest's, over 16 years old, should **check-in on arrival using the NHS Test and Trace App**, Greetham Retreat Holiday Cottages has its own dedicated **QR Code** for you to scan. You will find this QR Code displayed on the inside of the entrance door of your cottage.
- **Enhanced deep cleaning**, additional disinfecting and sanitising measures has been implemented by us, concentrating on high-risk touch points throughout.
- **Liquid soap, hand sanitiser and antiviral disinfectant spray is provided in all cottages** for you to use.
- **Some non-essential items** which are not easy to sanitise (e.g., some scatter cushions, vases, etc.) **have been removed** from our self-catering cottages to reduce opportunities for touch transmission. *However, these items are still available on request, from quarantined storage.*

- **Visitors are not permitted on site without the prior permission of the owners** *(to limit the number of households on site and therefore minimise the risk of infection being spread, if permitted visitors contact details will also be required in advance for NHS Track and Trace).*
- **Additional signage** has been displayed *(to encourage social distancing, hand washing and face coverings when required).*
- **Face coverings must be worn when using the indoor shared facilities and access is also restricted to one household at a time e.g., the Laundry Room and Tourist Information Room.** *(These areas will be subject to regular, enhanced cleaning and sanitising)*
- The communal shared **Guest Lounge will be closed** and will not be available for guests to use.
- **Patio Tables and chairs in the courtyard patio areas, situated just outside your accommodation have been individually allocated to each cottage.** *(These will be cleaned and disinfected prior to your arrival. Please only use your allocated table and chairs during your stay, to limit opportunities for transmission between households and other guests)*
- If you intend to use the outdoor permanent seating areas within the private grounds, you can be assured that these are cleaned and disinfected regularly, but you may wish **to clean and disinfect these seats/tables yourself, prior to using them.** It may be good practice to **bring with you cleaning or disinfecting materials** for this purpose. *(Please do not use cleaners containing bleach)*
- **We are required to record the names and contact details (phone number or email address or home address) of all guests, over 16 years old, who are staying at Greetham Retreat** to support NHS Test and Trace.
- The owners Jeanette and Rob Folwell have both received their first Covid Vaccination, they personally carry out all cleaning and routine maintenance themselves and do not have employees or staff. *(This limits opportunities for the virus to be imported to Greetham Retreat from outside).*

The above measures are being kept under review and are subject to change.

We do believe that we are in a strong position when it comes to guests staying at Greetham Retreat in our self-catering holiday cottages. All guests have access to our relaxing outdoor spaces, extending over 4 acres of private parkland grounds. With the help of the safety measures shown above, we will be able to provide a safe and Covid Secure environment for all guests to enjoy their holiday here in Lincolnshire Wolds.

You can be reassured that your safety and wellbeing is our top priority. We look forward to welcoming you to Greetham Retreat in the beautiful and tranquil Lincolnshire Wolds.

Kind regards,

Jeanette and Rob Folwell (owners)

Greetham Retreat Holiday Cottages

Greetham Lodge

Tetford Road

Greetham

Horncastle

Lincolnshire, LN9 6PT

Tel: 01507 588640 or Mob: 07747 602458

Website: www.greethamretreat.co.uk

Email: holidays@greethamretreat.co.uk