

# COVID-19

**GUEST INFORMATION  
&  
CONTRACT AMENDMENTS**



**GUEST INFORMATION & COVID-19 CONTRACT AMENDMENTS**  
**TO BE APPLIED AND ADHERED TO ONLY IF GOVERNMENT COVID**  
**TRAVEL/HOLIDAY GUIDANCE IS IN PLACE AT THE TIME OF YOUR STAY**

We can't wait to welcome you and we want you to have a relaxing and enjoyable stay. It is important we work together to ensure that the property is a clean and safe place for us all. With this in mind, please read the carefully considered changes we have had to make following a risk assessment in line with COVID-19 safety guidance (correct at the time of writing, but please check and adhere to Government guidance at the time of travel).

In these uncertain times we will do our utmost to make your stay as safe as possible and therefore we request that, in addition to our basic contract, all lead guests sign and return the slip at the bottom of the document prior to arrival. This is to confirm that you have carefully read the information, understand the content and agree to comply. Your confirmation signature also confirms that you take full responsibility for undertaking a holiday at one of our properties during this global pandemic.

If any of your party display any symptoms of COVID-19 before or during your stay, or if you have any symptoms after your stay, please call us on 07974 559623. These could be any one or more of the following (**please check latest info from Public Health before your stay**):

- a high temperature;
- a new, continuous cough;
- a loss or change to your sense of smell or taste.

**NB: The Owner/Cornish Coastal Holidays reserve the right to alter/update any the following if deemed appropriate at the time of the holiday.**

### **Travel**

Please ensure that you follow all Government travel guidance if any of your party are unwell before arrival. We cannot accept guests isolating in the property. We cannot accept guests travelling from an area in lockdown. If anyone in your the party should become unwell *during* the stay, guidance at time of writing states that you should inform us, immediately self-isolate and request a test. If the test proves positive for COVID-19, the *whole* party should return home to their main residence ASAP. We cannot offer refunds if guests cannot complete their stay; early departure does not warrant a rental decrease.

Only if a guest cannot reasonably return home (for example, because they are not well enough to travel or do not have the means to arrange transport) their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow Government guidance on dealing with a possible or confirmed COVID-19 infection. If a guest is too unwell to travel home, they will be liable for the additional rental for any extended period of stay and also the costs of any subsequent cancellations incurred.

For all these reasons, we *strongly* urge guests to ensure they have adequate travel insurance to cover all eventualities (e.g. self-isolation, which we cannot cover).

The only exception to this is if the holiday property address or your home postal address are within an area of Government lockdown at the time of travel, in which case the full accommodation fee will be refunded (minus a £20 admin fee).

## **What we will do to protect you IF guidance is re-introduced:**

### **Risk Assessment**

We have completed a thorough risk assessment for letting our properties and are proud to have been awarded the VisitEngland (National Tourist Board of England) "Covid-19 Industry Standard We're Good to Go" certificate. This recognises that Cornish Coastal Holidays has followed Government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.

### **General Cleaning**

All surfaces will be cleaned with an anti-viral disinfectant which conforms to European Standard BS EN 14476, meaning it is effective against enveloped viruses, including Coronaviruses. Special attention will be paid to high contact surfaces, e.g. door handles, light switches etc. Hard flooring will be steam cleaned.

Fabric areas (e.g. sofas, armchairs, curtains, cushions) will be sprayed with an anti-viral carpet and upholstery sanitiser, so may possibly still feel very slightly damp on arrival.

Outdoor seating/table will be disinfected (any outdoor loungers etc have been removed).

### **Kitchen**

We will check that all kitchen items (cutlery, crockery, utensils etc) are clean before your arrival but you may wish to sterilise any items before use. Many surplus items will have been removed during this time, so if there is something you specifically require that is not in the property please just ask and we'll see if we can provide it.

### **Welcome Pack**

We will leave you a sealed welcome pack from Seymac, which contains leaflets from many local attractions and some discount tickets.

We have duplicated our usual Information Folder so we can switch it every week.

We will leave our Visitors' Books in the properties as they are lovely to read, but they are not easily sanitised so please leave 48 hours after arrival before you touch/write in them.

We normally love to provide little extras to welcome you to the property, but unfortunately current guidance means we won't be able to do things in quite the same way now. We will not be able to supply the usual tea, coffee, sugar, salt, pepper and other little extras. However, we still want to provide you with a Cornish Cream Tea! We will no longer be able to provide loose scones in your welcome pack; instead we will supply packaged scones with sealed jam and cream (so the cream without the tea!). Something nice to settle down with after a long journey, nonetheless! The local village shops are well stocked so you can get what you need once you are here. Alternatively, some guests like to arrange for a supermarket delivery on their first evening.

### **Bedding & Towels**

Beds will not be made up; the cleaned and quarantined bed sets (sheets/duvet covers/pillowcases) will be ready in a sealed bag on the bed for you.

Between each set of guests, we will change mattress protectors, pillow protectors and duvet protectors. Replacements will have been washed and quarantined for a week.

Please bring your own bath towels, beach towels and tea towels. In the bathroom we will provide a hand towel and bathmat (in a sealed bag).

### Remote Controls

Remote bags will be supplied, through which you can operate the controls. We'd be grateful if you would keep them in the bags for the duration of your stay; these will be replaced for the next guests.

### Books, Games, Decor

We would like to leave you with some books and games, so each week we will rotate a small supply, removing the old ones for a week. This will ensure that there will be no possibility of cross contamination from previous guests. We have had to remove any unnecessary ornaments etc.

### Baby/Toddler Items

Highchair, cot and folding stair gate have been removed from the property. These can be placed back at your request.

### Check-In & Keys

To allow for all the extra cleaning and preparation time to ensure your safety, unfortunately we have had to move the check-in time to **4:00 pm**. You are very welcome to arrive earlier (after 10:00 am) to leave your vehicle in your parking space should you wish to go to the beach or restaurant etc, as long as you don't enter the property. If the property is ready earlier than 4 pm we will message you. Door keys will be disinfected and placed in the key safe for you to collect.

### What we are asking from you:

#### Social Distancing

Please respect the neighbours and follow social distancing when outside the property.

#### Hand Sanitiser

A hand sanitiser dispenser will be placed inside the front door for your convenience. Please ensure every member of your party uses this each time you enter the property to help prevent outside contamination.

#### Hand Washing

Hand washing is the primary first line of defence for enveloped viruses such as COVID-19. Please ensure that all guests regularly wash their hands, with soap, for the recommended time of 20 seconds (the time it takes to break down the outer layer of the virus). A sealed small bar of soap per guest will be provided to start you off.

#### Laundry

At the end of your stay, to help prevent cross contamination and to protect the cleaner, please place all used bedding sets (just sheets, duvet covers and pillowcases) into the bags provided, tie them and leave in front of the washing machine. Please leave all protectors in situ for us to remove.

Please also place the hand towel, bathmat and pedestal mat in a separate tied bag in front of the washing machine.

#### Cleaning

You will be provided with a sealed Cleaning Welcome Pack for use during your stay. Any shared cleaning products we provide will be rotated weekly between guests to avoid cross-contamination.

### Checkout

Checkout will be **10:00 am** at latest. This is to allow the property to be aired for a time after your departure before anyone else enters the property.

Before departure please ensure that all hard surfaces are wiped clean with the anti-viral disinfectant provided. We ask that you kindly leave the apartment in a clean and tidy state as we envisage that cleaning will already take a lot longer. If you have had a pet in the property, please brush/hover before you leave.

Please ensure that all rubbish is placed in a black bag inside the corresponding wheelie bin outside. All recycling should be placed in the other wheelie bin (this does not need to be bagged). Nothing should be left in the property.

Then, weather permitting, please leave windows open.

If you choose to leave early, please could you send us a quick message or call to let us know so that we can begin preparing for the next guests.

Please place door key in the key safe.

**Thank you for your understanding and cooperation during this unprecedented time. We hope you have a really wonderful holiday and if there is anything we can do to help during your stay please don't hesitate to ask.**

Kind regards

A handwritten signature in black ink, appearing to read 'Katrina Cameron'.

Mrs Katrina Cameron-Luzmoor

[www.cornishcoastalholidays.co.uk](http://www.cornishcoastalholidays.co.uk)

07974 559623 / 01209 891538 / [cornishcoastalholidays@gmail.com](mailto:cornishcoastalholidays@gmail.com)

I, as Lead Guest, take full responsibility for undertaking a holiday at a Cornish Coastal Holidays' property during a global pandemic and will travel in accordance with Government guidelines.

I confirm that I have read all the above, understand the content and agree to comply.

I understand the above may be altered/updated by CCH/the Owner if deemed appropriate.

I understand the requirements contained herein are applicable if holidaying during a pandemic and will supersede our standard Booking Contract.

I understand I am responsible for seeking appropriate holiday insurance, as Cornish Coastal Holidays/the Owner cannot refund for all eventualities of COVID-19 holiday disruption (e.g. self-isolation). However, should there be a Government lockdown at either the Guest's home address or the address of the holiday property, funds received will be refunded (minus a £20 admin fee).

Name of Holiday Property: .....

Name of Lead Guest (please print): .....

Signed: ..... Dated: .....

Holiday Arrival Date: .....

**Please retain booklet for reference, but *complete and return this page asap*, either by:**

emailing to: [cornishcoastalholidays@gmail.com](mailto:cornishcoastalholidays@gmail.com)

or

posting to: Mrs K Cameron-Luzmoor  
Cornish Coastal Holidays  
12 Kingsley Cove  
Sandy Road  
Porthtowan  
Truro  
Cornwall  
TR4 8UD

**Should the need arise, we will refer to this signed booklet for each future holiday you book with us, unless informed otherwise.**