

**GUIDELINES WHEN VISITING  
PICKWELL BARTON FARM  
HOLLIDAY COTTAGES 2021**

1. Please don't arrive until 5pm on your first day as each is taking us 7 hours to clean and fully sanitise to the correct hygienic safety levels.
2. The cottage will be unlocked for your arrival, all keys will have been sanitised.
3. Please let me know what time you will arrive as I wish to personally welcome you. We have always felt our warm welcome is the best way to help you relax in and enjoy your holiday with us so we aim to keep everything as welcoming as it has always been.
4. Call in at the farmhouse before going to your cottage, and whilst keeping a safe distance, I can show you to your cottage

**YOUR COTTAGE**

1. Our standards of cleanliness and hygiene are exemplary but, during this period they will be taken to another level!
2. Our cleaning staff will conduct a rigorous clean in the cottage followed by a disinfecting and in paying particular attention to all touch points within the cottage. We will also pay attention to outside, garden furniture, BBQ, outside tap and entrance gate to the cottage. Cleaning staff will be wearing appropriate PPE, in line with Government advice to enable them to safely carry out their weekly duties. Behind the mask is the same happy, helpful smile!
3. We have created a map of the farm that will be in your cottage that allows you to explore and find your way to the beach and walks safely. This route takes you up past the farmhouse this year and onto the public footpath, this is to protect you and our farmer.
4. We have also listed, a what's on, suggested places to visit, where to eat and all emergency contact numbers.
5. Your welcome hamper will be full of the usual essentials that we put in like fairy liquid, antibacterial liquid soap, kitchen roll, toilet roll, milk, tea, coffee, sugar, filter coffee, dishwasher tablets, washing tablets, bottle of wine, fresh eggs from our hens.
6. Your Putsborough beach car pass will be in the cottage.
7. If there is anything that was normally in the cottage and you can't see it, please just ask and we will endeavour to get it for you.
8. If you require any assistance within the cottage e.g. How the cooker works or where the fuse box is, or simply if you would like the heating on, just contact me:  
H -01271 890994 / Jane - 07811033027 / Andrew - 07815839295

**On your day of departure:**

**Prior to departing**

1. We would ask you to please leave the windows slightly open for ventilation along with the internal doors.
2. We will require all used and unused towels and linen is put in the zipped bags provided at the end of your holiday.
3. Please leave all the keys in their doors.
4. If you need to report anything or give us feedback or simply to say goodbye, please be careful to observe social distancing. Please call us at the farmhouse as we always love to say cheerio to our guests and to wish them a safe journey.
5. We, like you, want your experience with us to be magical and memorable for all the right reasons and our whole family is dedicated to making your stay safe and enjoyable – after all you deserve it!

**Important additional Covid -19 T's& C's**

*Your safety and wellbeing are foremost in our minds. We care greatly about both you and our safety, so we are doing everything to make your stay relaxing, enjoyable and most of all safe for all your family, the farm, family, staff and our local community. All our work is being carried out following all related government guidelines and procedures.*

**Please read prior to your arrival**

1. *At all times correct social distancing should be observed.*
2. *Guests, prior to arrival, who are exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 14 days prior to their arrival must follow the Government instruction to self-isolate and follow NHS guidelines. Therefore, they should contact us to gain a refund but must not come and stay in the cottage.*
3. *Similarly, any guest in one of the vulnerable groups identified by the Government should follow Government advice to self-isolate. They should not arrive on the farm or at the cottage.*
4. *Guests showing signs of Covid-19 (has a fever, cough or loses their sense of smell or taste), should advise us and whilst staying at Pickwell Barton Cottages are required to go for a test, these need to be booked online. The result of this test must be shown to the owner. If positive then the guest must immediately leave if this is reasonably possible. If for any reason that it is not, and self-isolation is required to take place at Pickwell Barton Cottages, then all fees for all bookings affected by this self-isolation will be borne by the guest.*
5. *Government guidelines are that guests can stay overnight away from your home with your own household or support bubble, or with members of one other household*
6. *Guests should not gather indoors in groups of more than two households (your support bubble counts as one household) - this includes when dining out or going to the pub*
7. <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do-after-4-july>
8. *Due to Government changes of the restrictions of **COVID - 19**, and if we are unable to open or have to re-close we will contact you. **Your deposit WILL be refunded.***
9. *All our procedures and planning are reviewed daily and subject to change following Government Guidelines.*
10. **The Games Room We Hope - Will Open** in 2021. *This we will review daily. Entry to this area has to be at your own risk and we would ask you to sanitise both on entry and exit and wipe all items you have used down with the disinfectant/wipes supplied. We will do a daily check and a weekly deep clean on all items but would ask you to make sure you help with this to enable the facility to stay open and safe.*
11. **EASTER / SUMMER 2021** - *Sadly, there will no egg collecting or entry to the lambing shed with the children.*
12. *We would advise that you bring your own sanitisers, antibacterial wipes, gloves etc for your own personal use during your holiday.*
13. *All bins need to be emptied regularly and all rubbish should be double bagged, tied and left **outside** the cottage in the bin area at the end of your stay.*
14. *This year we will require guests to bring their own pillows, we will supply the duvet and cover, mattress protectors with freshly laundered bottom sheet. We will also supply bath/sheet towel per person, tea towels, oven gloves, dish cloth.*
15. *For your safety we have been advised to remove all non-essential items such as magazines, cushions, throws, ornaments, non-essential crockery from your cottage to reduce risk so that it doesn't impact on your holiday.*
16. *All these items haven't gone very far! I have them all, they are here if you should need them, just ask!*
17. *Additional signage will be erected as a gentle reminder to help keep you all safe.*
18. *At no time during your stay will a member of our team be in the cottage at the same time as the guest (unless in the case of emergency). Strict guidelines will be followed should an emergency situation require our attention.*
19. *Please vacate the cottage by 9:30am, This allows us to double the previous time to ensure our next guests are safe and the team have sufficient time to ensure nothing is missed.*