

## **COVID-19: OUR GUEST GUIDELINES**

It is important to us that our guests have a holiday that is not only relaxing and peaceful, but also safe. We've put together these guidelines and ask that you read them carefully.

**If any of your party tests positive or develops symptoms of Covid within the 14 days prior to arrival or has been in contact with anyone who has, you MUST notify us. If you booked directly with us or through West Wales Cottages and isolation rules mean it is necessary to cancel your booking, we will refund all payments. Cancellation of AirBnB bookings must be processed through them in accordance with the cancellation policy.**

### **DON'T FORGET TO BRING:**

- Face masks - it is still mandatory in Wales to wear face masks in shops and on public transport. Although masks are not required by law for hospitality, many businesses still ask people to wear a mask unless seated, so remember to keep one with you.
- Thermometer - consider bringing one to ensure you can check for a fever.
- Lateral flow tests - bring these to test yourself and members of your party if needed.

### **WHILE YOU ARE ON HOLIDAY:**

Although most restrictions have been lifted, we are continuing with certain precautions.

- We will observe the social distancing rule and ask guests to do the same. On arrival, the keys will be in the door for you. We will say hello from a distance.
- The Games Room is open, but guests must observe rules on hand washing and sanitising.

Note that after 18<sup>th</sup> February, a NHS Covid Pass is no longer required in Wales for large events, nightclubs, cinemas, theatres or concert halls.

**If you or any of your party develop symptoms of Covid-19, get a positive test result or receive a track and trace alert while you are at the cottage, please tell us immediately.**

### **BEFORE YOU DEPART:**

On the day of departure, please could you:

- Take all sheets, pillowcases and duvet covers from the beds, leaving mattress and pillow protectors in place, and put the linen in the laundry bag provided in bedroom cupboards. Please leave all towels in the bath/shower.
- Empty all cottage bins and leave rubbish in secured bags in the relevant bins outside.
- Turn the central heating thermostat down to 15, open a few windows and leave the keys in the cottage door.

**Covid cleaning guidelines mean that the time we require to prepare the cottage between guests is significantly longer than in the past. Please observe the 10 a.m. check out time.**

Thank you very much! Diolch yn fawr iawn!