

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 before you arrive, whilst you are at Banceithin and before you leave for home.

If you live in an area covered by a local lockdown that prevents you from travelling from the area, or if any of your party develop or have symptoms of Covid-19 within 14 days of your holiday or have been in contact with anyone who has, you **MUST** notify us immediately. If you booked directly with us, we will cancel your booking and refund all payments in full. If you booked with AirBnB, TripAdvisor or Sykes, cancellations and refunds should be processed through them under the terms of their Covid-19 policies.

BEFORE YOU GO: There are a few items that in the past might not have been on your packing list, but consider bringing the following:

- Face masks - from 14 September it is mandatory in Wales to wear face coverings in shops and other indoor public places, so remember to bring your own face masks.
- Disposable gloves, hand sanitiser and wipes - you may need these for when you are out and about. There will be sanitising hand wash and spray for use in the cottage.
- Thermometer - to ensure you can check for a fever.
- Towels - all bedding and one hand towel per sink will be provided but, as a step to minimize our risk, we are asking guests to bring their own bath/shower towels.
- Food - most pubs, cafes and restaurants are open, but with restrictions on capacity and with many doing bookings only for indoor seating. We provide a list of those of our usual recommended venues that are open, including those still offering "click and collect" meals. Supermarkets are open, as are local food shops. Salt & pepper and rapeseed oil will be in the cottage as usual, but not the tea bags or sugar.
- Cards and board games, jigsaws and more - it is necessary for us to remove items like this that we provided in the past. We will not be removing books and DVDs, but ask that you browse without handling and put anything you do handle in a box so we can remove them for 72 hours after your stay.
- Maps and other visitor information - a very limited selection of walking maps and guides will be in the cottage; there will be no leaflets on local attractions and the Banceithin Bible will be very much reduced in content. If you are planning to visit a specific place, you may need to book in advance while entrance numbers are reduced - check before you leave. If you need ideas for things to look up before you come, check the Activities page on our website.

WHILE YOU ARE ON HOLIDAY: Rest assured that we have reviewed the Government's guidelines for safe re-opening and have put in place an enhanced cleaning regime. In addition, wherever possible we are allowing a minimum of 24 hours between arrivals. Nevertheless, it is necessary for us to make some changes:

- We will be observing the 2m social distancing rule and ask guests to do the same. On arrival, the keys will be in the door for you. We will wave hello from a safe distance.

- Guests have always been welcome to come to our door with requests or questions, sadly we have to limit these interactions. If you need anything and we are not around for you to call across to in passing, do please contact us by phone, email, text or social media.
- The Games Room will be open, but guests must observe rules on hand washing and sanitising. Frozen food, other provisions and logs are available to buy from our market stall as usual, but if you would prefer not to use the shared Games Room to access these, message us and we will safely deliver what you require to the cottage.
- Guest accounts must be paid by bank transfer or card (contactless available).
- You are welcome to explore the smallholding. Wash your hands before and after doing so or wear disposable gloves when opening and closing gates.
- If you empty any of your cottage bins during your stay, please wash your hands before and after handling the communal bins or wear disposable gloves.
- We will not be removing every ornament and similar items as they are part of the home from home we try to provide. We ask that guests avoid handling things unnecessarily.
- Wash your hands with soap for the recommended 20 seconds as soon as possible after you come back to the cottage after a trip out.
- As of 14 September, Welsh Government rules only allow a maximum of six people from one household or extended "bubble" household to meet indoors, including in pubs etc. and staying in holiday accommodation. Please do not invite visitors into the cottage who are not in your extended household. Up to 30 people can meet outdoors provided social distancing is observed, so you are welcome to have visitors in the garden.

If you or any of your party develop symptoms of Covid-19 or receive a track and trace alert while you are at the cottage or within a week of your departure, please contact us immediately.

BEFORE YOU DEPART: On the day of departure:

- please take all sheets, pillowcases (including protectors) and duvet covers from the beds, leaving mattress protectors in place. Please leave the linen in the laundry bag provided in bedroom cupboards. Please leave all hand towels in the bath/shower.
- Empty all cottage bins, including bathroom and bedroom bins, and leave in secured bags in the relevant bins outside.
- Open a window in each room as you leave it and leave the keys in the cottage door.

Due to Covid-19, 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.

We apologise for any inconvenience caused by this new regime and sincerely hope that you enjoy your holiday. Whilst many people resident in this area depend upon visitors for their income and welcome their return, there are many who are also scared. Ceredigion has one of the lowest infection rates and local communities feel vulnerable. Please be sensitive to this when you are out and about and respect social distancing at all times.

Thank you very much! Diolch yn fawr iawn!