



## Raintree House Holidays COVID Changes

---

At Raintree House Holidays, we are really excited to be able to welcome you back to North Cornwall once again and hope you have an amazing holiday. We want to reassure you that, although most government guidelines have been dropped, we are continuing to follow the increased safety guidelines from the government and advice from relevant trade associations, including a thorough COVID-19 risk assessment. Our work towards this, and our compliance with guidelines, has been recognised with Visit Britain's "We're Good To Go" COVID-19 industry standard. Below are some of the key changes that will be made before your stay.

- All check in times have been moved to 7pm and check out by 10am (if you are able to leave a little earlier to avoid crossing over with our team it would be much appreciated!). This is to allow enough time for our housekeepers to carry out the full clean with all extra steps and in smaller teams to enable social distancing. This also means that any food deliveries should not be ordered for delivery before the arrival time of 7pm. We are sorry about this late arrival time but our experience is that it is not possible to complete the house cleans before 7pm. We are now aiming to allow most guests to arrive by 5:30pm – please see our email to you a few days before your arrival to confirm your check in time. Where a team may be cleaning 2 houses on the same day, we may be able to make the house available a little earlier, but we will always be in touch if this is the case.
- We will be in contact throughout your holiday and ask you to report on the health of all members of your party in relation to COVID symptoms – whether everyone is fine or if one or two members have some mild symptoms or more (hopefully not!). We will be emailing the lead guest who will be responsible for reporting on behalf of the group. As well as making sure that you are all keeping healthy, we need this information to help protect the next guests and our housekeeping teams. The easiest method of checking is to continue to take regular lateral flow tests, which are now readily available for delivery. You should also remain aware of any developing symptoms. Communication will be sent as follows;
  - One day before your holiday starts we will send an email to remind you to check on everyone's health and to only travel if you are confident that no one in the group is showing symptoms. This does not require a reply unless you have specific concerns or questions.
  - 4 days before your departure (about halfway through a week's holiday) we will email and text and ask you to report on everyone's health.
  - The day before you return home, we will email and text again to ask you to report on
- If you do experience symptoms of COVID-19 during your stay, we ask that you inform Raintree so that we can consider the next steps. Lateral flow tests are now readily available, so we suggest that you bring some with you in case you are uncertain of symptoms and to give you peace of mind during your stay. The closest PCR testing facility is Wadebridge showground, should you



need to book one. The current guidance if you are unsure is to visit <https://111.nhs.uk/covid-19> to report symptoms and seek advice. To book a test, you should call 119 or visit <https://www.nhs.uk/ask-for-a-coronavirus-test>. If you are over halfway through your holiday, we suggest that you return home and book a test near your home.

- When preparing for your stay, we suggest that you consider bringing a thermometer and some lateral flow tests to check your party's health, as well as masks, gloves and any other PPE that you may wish to wear while out and about. We will leave some sanitiser in the house, but you should think about bringing your own cleaning products too.
- We have made a number of changes to our usual cleaning procedures. Although most government restrictions have been dropped, the cleaning guidelines are still in place and we will continue to apply the extra steps until we are told that is safe to stop. The key changes are as follows;
  - All housekeeping staff to wear PPE to be changed between each property and to have daily symptom checks
  - Ensure all products comply with BS EN 1276 or 14476
  - Robust cleaning regime is in place for all surfaces which entails thorough cleaning and sanitising
  - Taking extra care at all "high-touch" areas, such as light switches, door handles and bannisters
- To help prevent cross-contamination, we are asking all guests to strip the bed linen on departure and pack linen, bath towels, and bath mats, into the bags provided. Please leave mattress and pillow protectors in place and leave oven gloves and tea towels on the table. This will reduce the contact that our team has with high-contact items. Unfortunately, a large number of our guests haven't been bagging up their linen on departure. This means we have now had to make the decision that we may charge a £20 fee if the linen is not bagged up when our housekeepers arrive at the end of your stay. We hope that we won't need to ask for this payment so please make sure to bag up the bed linen as explained on our emails, our website and the laminate left in the house. We do still ask that you give the house a quick clean before you leave, as per our normal procedures. If you have booked an Option 2 clean, you are still able to leave all of the cleaning to us, but we still ask that you strip and bag the linen as above before departure. If there are any rooms that you do not intend to use, we ask that you please keep the doors to these closed to avoid contamination.
- Any bookings for 14 days or longer usually receive a mid-stay clean halfway through the holiday, which ordinarily includes a clean of the house and a change of linen and towels. To reduce the risk of contact between guests and staff, we will not be cleaning the house but can deliver a fresh set of linen halfway through your stay so you can change your bedding if you wish. If you would like to have fresh linen, you need to ring into the office or email [admin@raintreehouseholidays.co.uk](mailto:admin@raintreehouseholidays.co.uk) the day before you want them delivered. On the day of delivery, you will need to strip and bag up the dirty linen for collection by 10am and leave by the



front door. Please be aware that we will only leave the fresh linen if the dirty linen is bagged up and ready by the door at the time of drop-off.

- With respect to the property itself, frequent cleaning and ventilation are key. We therefore ask that you keep the property clean, wipe down surfaces often and try to keep the windows open when you are in the property, weather permitting! (Do remember to shut them before you go out).
- To reduce contact between people, we are not currently offering our usual extras, such as vegetable, breakfast and cheese boxes. Our veg and breakfast boxes all come from Padstow Farmshop and there are a number of local shops selling some great cheeses, including Padstow Farmshop and Rick Stein's café.
- If you have any issues with the property during your stay, please call the office or the caretaker if possible. It is our intention to only carry out essential work while you are at the house and to time any non-essential work on changeover days.
- All of us, Raintree and guests included, need to act responsibly and consider our actions, especially at the moment. It is everyone's duty to protect our communities and the local area. Many local businesses are struggling with staffing, so please be aware that this may mean limited availability and reduced service. Although Government guidelines have now been dropped, we would suggest that you consider continuing to socially distance, wash your hands frequently and wear masks in enclosed public spaces. If we can all take some responsibility for our actions in this way, we can hopefully continue to manage the situation and keep our families and communities safe.