



## Raintree House Holidays COVID Changes

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At Raintree House Holidays, we are really excited to be able to welcome you back to North Cornwall and hope you have an amazing holiday. We want to reassure you that we are taking all necessary precautions for your stay as per government guidelines 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 initial experience is that it is not possible to complete the house cleans before 7pm. We won't be able to offer late departures or early arrivals in most situations and ask that you please stick to these times as we will need the full gap to carry out the clean to the required standard. Very rarely, 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 key things to consider are (1) taking everyone's temperatures, (2) recognising if anyone has a new, persistent cough and (3) recognising any loss of smell or taste. Loss of smell has become a major symptom to identify prevalence of the virus and can be an odd one to detect. To give you an idea, we are asking our team to smell a jar of coffee beans each day and report how strongly they can smell them! 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. **You must reply to this** so that we



can adjust our procedures as necessary. We will try alternative methods of communication if we don't hear from you.

- The day before you return home, we will email and text again to ask you to report on everyone's health. Again, **you must reply to this** so that we can adjust our procedures as necessary. We will try alternative methods of communication if we don't hear from you.
  
- 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. Cornwall has 2 mobile units for testing and there is no schedule available to understand where these units will be in advance. 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, you should consider returning home and booking a test near your home.
  
- When preparing for your stay, we suggest that you consider bringing a thermometer to check for symptoms in your party, as well as masks, gloves and any other PPE that you may need to wear while out and about. Although we will leave some sanitiser in the house, you should think about bringing your own cleaning products too.
  
- We have made a number of changes to our usual cleaning procedures. A full cleaning checklist will be filled out at each changeover and left in the house so you can be sure that we have done our best to make the house safe for you. The key changes are as follows;
  - All housekeeping staff to wear PPE to be changed between each property and to have daily symptom checks
  - Review of existing products and purchase of new products to ensure all comply with BS EN 1276 or 14476
  - Full run-through and sanitising of the water system before any bookings take place to reduce risks of legionella.
  - Some "de-cluttering" has taken place to remove any surplus items which may be touched regularly (i.e. excess scatter cushions)
  - Robust 2-step cleaning regime is in place for all surfaces which entails a thorough clean followed by a sanitising process
  - Taking extra care at all "high-touch" areas, such as light switches, door handles and bannisters
  - Wash all glasses and crockery between guests
  - Alternate mattress and pillow protectors between stays (at each visit, all mattress protectors will be swapped with spares where present. If no spares available, mattress protector will be left off for the next guest and mattress sprayed with fabric sanitiser)



- To help prevent cross-contamination, we are asking all guests to strip the bed linen on departure and pack linen and tea towels into the bags provided. Please leave mattress and pillow protectors in place and leave oven gloves 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). If using a dishwasher, we ask that you use it on a hotter setting, to ensure a thorough clean.
- 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.



- We are encouraging guests not to leave cash in the house. If you need to leave money (e.g. for breakages or phone calls), please get in touch with us and we can arrange alternative payment by bank transfer or card or deduct the money from your security deposit.
- The government has now advised that, from 4 July, two households of any size should be able to meet in any setting inside or out, and this does not always have to be the same two households. They are not recommending meetings of multiple households indoors. We expect larger groups to be aware of this, consider their own situation and act accordingly. We will not be “policing” this in any way.
- Most Cornwall businesses are back open and are really pleased to be welcoming everyone back. However, given the government guidelines that are still in place, there will be some changes to what you usually see. A lot of places have reduced capacity and it is worth looking up the new set-up before making your plans. We have a list on the website of the main businesses that are open and any changes to their service. We will endeavour to keep this updated, but there is a constant stream of updates from businesses all over the local area, so you should still consider contacting them before making a visit.
- While it may seem like a million miles from anywhere, Cornwall is still subject to all the existing coronavirus guidelines for England. This means that social distancing still applies when you go out and you should bring masks to wear when out and about if you wish. 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. Please try to bear this in mind during your holiday and stick to all social distancing rules, wash your hands frequently, and wear masks while out and about. You should also consider visiting quieter areas, or going out at quieter times, to try and reduce the number of people in public spaces and reduce your contact with people outside of your party. 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.