



## Raintree House Holidays COVID Changes

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At Raintree House Holidays, we have loved being able to welcome guests back to North Cornwall once again. Although Government restrictions have now been lifted, 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 the changes that we are still adhering to for your stay.

- We will be in contact throughout your holiday and ask you to consider 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!). 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, but 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 feel it is safe to do so
  - The day before you return home, we will email and text again to check if there have been any cases during your stay
- 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. 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 do test positive during your stay, we suggest that you return home as soon as possible, but this is no longer essential. In any case, we would still ask that you let us know so that we can better prepare our housekeeping teams.
- 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 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 regular 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. 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 do 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 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 lifted, 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.