



Unit 1d, Low House Business Centre, Windermere, Cumbria, LA23 3NA

## **MATSON GROUND ESTATE COMPANY LTD**

### **CORONAVIRUS POLICY & GUIDELINES:**

## **GUESTS STAYING IN MATSON GROUND HOLIDAY COTTAGES**

### **OVERVIEW**

As Matson Ground Estate Holiday Cottages remain open, we continue to adhere to all current guidance and updates. This policy will comply with advice and guidance from the UK Government. We will respond to all subsequent advice or notices issued in a timely manner and within those imposed by the enforcing authorities.

Limits on the number of people who are allowed to mix socially has changed. From 14 September, friends and family who do not live together must not meet in a group of more than 6, indoors or outdoors.

Matson Ground Estate Holiday Cottages cannot accept a booking where the total party exceeds 6 people.

**By signing the terms and conditions when booking, guests are agreeing to abide by the 'Rule of 6'**

For further information:

<https://www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing>

Matson Ground Estate Company will endeavour to reduce the risk of spreading coronavirus to the lowest reasonably practical level. In order to protect the health and safety of our guests and staff, we have set out comprehensive mitigations in our Covid 19 Risk Assessment which can be found on our website, along with this document.

Considering the above, we have made adjustments to our existing service:

#### **1. CHECK IN AND CHECK OUT**

To ensure that all elements of our rigorous cleaning processes are completed, our check in and check out times have changed

1.1 Check in will be from 6pm.

**Unfortunately, we will not be able to accommodate early arrivals.**

1.2 Check out time will be no later than 9.30am:

- i. guests are asked to leave the property as clean and tidy as possible.
- ii. Guests will be asked to remove their bed linen. This may be rolled up and put inside the duvet cover, with all towels.
- iii. Guests will be asked to ventilate the property as much as possible on the morning of their departure.

## **2. CANCELLATION**

This is an uncertain time for everyone, and it is widely understood that the risk globally of Covid 19 has not changed greatly. We understand that there may be circumstances which occur shortly before arrival or during the stay which may result in having to cancel a stay or depart early from the property.

2.1 In the event that a guest has to cancel their holiday prior to arrival because one of their party has suspected Coronavirus symptoms or has tested positive for Covid 19, Matson Ground Estate Company will firstly offer to rebook the stay for a later date.

2.2 If this is not possible, a full refund will be given.

2.3 If a guest shows Coronavirus symptoms or tests positive for Covid 19 whilst staying in the property and returns home before the end of their stay, a refund for the time lost on the stay will be given.

## **3. IF A GUEST DEVELOPS OR ARRIVES WITH COVID-19 SYMPTOMS**

If a guest arrives at a property with symptoms of COVID-19 they must declare it to the Matson Ground Estate Company and will be advised to return home as soon as possible.

If a guest is displaying signs of the Covid-19 virus, on arrival or while staying in a Matson Ground Holiday Accommodation, they should inform Matson Ground Estate Company, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. A refund will be given for any loss of stay.

If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with Matson Ground Estate Company and an appropriate health care professional. If necessary, the local authority may be consulted.

Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

## 4. COTTAGE FACILITIES and ADDITIONAL REQUESTS

All Matson Ground Cottages are Visit England assessed as 3 or 4 star which means they are appointed to a high standard. After the recent restrictions of staying at home, we understand that guests will be looking forward to relaxing and enjoying the comfort of their holiday property.

4.1 To avoid the possibility of excessive touchpoints and to allow completion of our cleaning procedures, there are some non-essential items which have been removed from each holiday cottage

- Additional bedspreads or throws
- Some decorative furnishings and cushions
- Magazines, games and some books
- local guides and information
- Some non-essential kitchen equipment
- Additional sets of cutlery and crockery other than that required for the maximum number of guests allowed at the property.

4.2 All guests during their stay will be asked to keep the house as clean and tidy as possible during their stay.

- We do appreciate that you are on holiday, but please help us to be able to provide the best standards of hygiene to future guests by understanding the time taken between stays to thoroughly clean and disinfect. This process is much easier if the cottage hygiene and cleanliness is maintained to a certain degree during the stay, however it will not diminish the explicit and robust cleaning regime which our housekeepers will employ.
- Please strip beds which have been used. PLEASE TRY TO AVOID SHAKING THE BED LINEN AND LEAVE WRAPPED INSIDE THE DUVET COVER.
- Keep the property well ventilated during your stay and on the morning of departure, open all windows (except in extreme inclement weather) to allow good air flow through the property.

4.3 Additional items will be provided, to reassure guests of our commitment to providing a clean and safe environment:

- Anti-bacterial handwash
- Hand sanitiser
- Covers for all remote-control units – Please do not remove from the bag as these can be operated from within.
- Additional virucidal cleaning materials and cloths which can be found under the sink in each property for your use.
- All beds have been fitted with new duvet, mattress and pillow protectors.

## 5. CLEANING

All our cottages are cleaned to a very high standard on a regular basis by our Housekeeping service. This gives us the peace of mind that we are offering the best for guests and their families by way of hygienic accommodation under normal circumstances. Using guidance from the UK Government and professional bodies we have put in place the following:

- Our cleaning will be focused, as usual, on promoting excellent hygiene
- All cleaning carried out will aim to minimise the risk of transmission within each property
- All cleaning is risk assessed to protect guests and staff
- A ‘deep clean and sanitise’ protocol has been adopted in all properties
- Specifically, but by no means exhaustive, this will include the following broad procedures:
  - Preparation of the property: removal of waste, clear fridge and cupboards, dishwasher all kitchen equipment
  - Mattresses and pillows will be disinfectant sprayed between stays
  - All surfaces and potential ‘touch points’ within the property cleaned with soap-based detergent followed by a viricidal disinfectant
  - Housekeepers will wear full PPE which will be changed between each property clean
  - Clean gloves will be put on to remake the bed with fresh linen

### ABOUT THE NHS TEST AND TRACE SERVICE

The NHS test and trace service:

- 1) provides testing for anyone who has symptoms of coronavirus to find out if they have the virus
- 2) gets in touch with anyone who has had a positive test result to help them share information about any close recent contacts they have had
- 3) alerts those contacts, where necessary, and notifies them they need to self-isolate to help stop the spread of the virus
  - This is done through the NHS Covid 19 App which can be downloaded onto any smartphone: <https://covid19.nhs.uk/>
  - It is not mandatory for guests to download the App . If guests do not have a smartphone, alternative methods are in place through our online booking system.

By following instructions to self-isolate, people who have had close recent contact with someone with coronavirus will be protecting their family, friends, colleagues and other people around them, and will play a direct role in stopping the spread of the virus

### REVIEW

This policy will be reviewed regularly and revised in response to any future updates.

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