

Rose Cottage - COVID 19

Please see Terms and Conditions Policy regarding refunds.

We are delighted to welcome you to Rose Cottage. Please take time to read through the information below.

We continue to follow the Government guidelines and to ensure that you have a safe stay have introduced some changes.

On making a booking we will send an email with information about Rose Cottage. This will include all the important things you need to know such as the Wi-Fi code, how to use the heating, emergency numbers etc. Operational manuals for the cooker, TV etc. are also available if you wish. We have also put together a list of places to eat with website links if you wish to book up before arriving.

To make our cottage a safer place we also have removed some items e.g. hair dryer, some books and maps. Just get in touch if you have any queries.

As our cleaning procedure is now different, we also provide information for what we are asking you to do before your departure. This will be to put all bed linen and towels into bin liners provide, empty the bins, fill the dishwasher, and set it to go. Please do not empty it, as we must put crockery, cutlery, pans etc. through before our next guests arrive. We also ask you to open all the windows. We use Government recommended products for our cleaning and sanitising.

These measures help to keep us, yourselves, and future guests safe as well.

Of course, we are only next door, so it is easy for us to chat at a safe distance in the spacious garden if there is anything you wish to know.

It is our policy is to remind guests about the governments 'two households' rule when your're booking.

Please be aware we are not allowed to take bookings from people who are travelling from areas that are in 'Local Lockdown'

We look forward to welcoming you to our cottage and hope that you have a fabulous holiday.

Marian and Garry Matthews

NHS GUIDANCE

What you need to do if you fall ill with COVID-19 symptoms whilst visiting

If you feel unwell and experience any COVID-19 symptoms you must:

Stay indoors and self-isolate

Arrange a test using your holiday address

Do not ignore your symptoms: self-isolating and getting tested quickly is the best way that you can stay safe and protect others.

You **MUST** notify your accommodation provider. If you need medical advice while you wait for your test results, please contact your regular (home) GP or call 111. If you are staying or travelling with others, they must also self-isolate and take appropriate action based on your result.

What should I do if my test is positive?

If you feel well enough to travel and do not need to use public transport, you should return home as quickly and directly as you can. If you feel so unwell that you cannot travel or cannot avoid public transport, you should continue to isolate and call 111 for further advice. It is important that you do not use public transport.

You must also tell your accommodation provider that you have tested positive. If you are unwell and cannot return home, you will be expected to pay all costs to your accommodation provider.

My test was negative, can I stay? Stay and enjoy your visit as planned but if you need medical assistance please call your own regular GP or 111.