



## Dear Guest at The Wild Wool Barn

Thank you for choosing to stay with us at The Wild Wool Barn. We pride ourselves in providing squeaky clean, comfortable accommodation, however the current circumstances required us to re-assess our procedures to ensure you remain safe during your stay. We have carried out a full risk assessment to update cleaning and presentation protocols. We have listed what has changed and why below. We have also added some helpful notes on the reverse of this letter.

- All guest bookings are for single groups and exclusive use of the Barn whilst social distancing is in place. There will be no campers on site when the barn is hosting guests.
- We have implemented a cleaning check list to ensure everything is cleaned to the highest standard
- We have implemented industry standard cleaning products and only use EN14476 rated products or bleach solution mixed to advised dilution. A steam cleaner will also be used during cleaning.
- We have removed the general cleaning box from below the sink, and extra items from the drawers, but each group of guests will receive their own individual cleaning materials. The cloths are single use and the cleaning product bottles will be exchanged and cleaned between stays.
- We have provided 2 laundry bags – 1 for lights and 1 for darks. We request that can you strip your beds at the end of your stay and place all duvet covers, sheets, pillow slips and other textiles ie hand towels, T towels and shower mat, in the bags.
- We will be changing and laundering the pillows and duvets between visitors.
- The washing will all be carried out at 60 degrees with addition of an antibacterial laundry cleanser
- We have removed the visitors book, throws, tourist leaflets, books and magazines, any extra soft furnishings and the full instruction book (see over for summary guidelines)
- The games will be wiped down (outside the boxes) between visitors and placed in a plastic box. A date has been displayed on the box as to when they were last used. If you wish to use the games you may wish to wipe the contents of the games with the included antibacterial wipes. I am sorry but Hungy Hippos have had to go on holiday as they are too complicated to keep clean. Hopefully they will be back next year.
- All crockery, cutlery, glasses and kitchen pans are removed and washed in a dishwasher between visits
- The volume of crockery has been reduced to speed the cleaning process. If you require more crockery please contact the owner. (see below for contact instructions).
- We request if at all possible you check out by 10am, to accommodate the need for extra time to complete the cleaning protocol on changeover days.

If you need to contact the owner during your stay please do not hesitate to knock on the door of the house, or by Telephone 01946861270. We appreciate your adherence to 2m social distancing guidelines.

**Thank you for your understanding of the changes we have made to ensure everybody remains safe and your holiday can be as fun, relaxing and memorable as you expect.**

*Susan*

## Helpful Notes during your stay at the Wild Wool Barn

- **WIFI** - There is no WIFI or mobile signal in the barn. In various places in the garden and on the road it is possible to lock onto O<sup>2</sup>/Vodafone and 3g signals.
- **The hob** is switched on by pressing the round symbol with a line through it. Once it is on, adjust the rings by pressing the appropriate top of bottom ring symbol and change the heat with the “+” and “-” symbols. The key symbol locks the controls. If you see “LO” it does not mean the hob is on LOW but that it is locked and can be unlocked by pressing and holding the key symbol for 3 seconds.
- **The shower** is switched on and off by the pull cord next to the shower enclosure with an orange light.
- **Bathroom/toilet lights and fans.** Please ensure you switch the bathroom and toilet lights off when not in use.
- **The light in the anti-room** before the toilet and shower is automatic.
- **Fire Lighting Instructions are included.** Please read them carefully. The first basket of wood is included in the price of the stay. Baskets of wood are available for £10 on request.
- **Please do not place anything on the hearth** (the slates around the fire) and do not leave the premises when the fire is alight without turning to low. (ie shutting all the vents as indicated in the instructions)
- **Electric Heating.** The electric heaters are set to come on for approx 1hr in the morning and from 4pm in the evening until 9-10pm. The temperature can be adjusted by turning the round knob. If you do change the settings please ensure that you turn the temperature (round knob) to low when you go out for the day.
- If you need more bedding please do not hesitate to ask
- If you wish to eat out at the local pubs it is recommended you pre-book. The Shepherds Arms (tel 01946 861249) The Fox and Hounds (01946 861373)

If there is anything else you need we will be happy to help.

Please call at the house observing 2m social distancing.

## What to do if you start to display symptoms of COVID-19

If a guest is displaying signs of the COVID-19 virus while staying in overnight accommodation they should inform the accommodation provider, 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. 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 an appropriate health care professional and, if necessary, the local authority.

Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest (and if appropriate their family) has finished the required self-isolation period and is no longer symptomatic, they should return to their main residence and continue to follow the government guidance on self-isolation, household isolation and social distancing.

**Source:** <https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers>