

We are looking forward to welcoming guests back to Courtyard Barn.

The government is only letting accommodation open with certain conditions being met, protocols that detail new cleaning and safety measures. We are adopting all recommended protocols to ensure the safety of our guests and cleaning staff.

We will now double clean, our usual high level of cleaning and then disinfecting with a viricidal sanitiser. In addition to the recommended guidelines we have also invested in a fogging machine which will enable us to sanitise the whole bathroom including walls, towel rails etc. It is also effective with soft furnishings for example curtains. The fogging machine will be used in every room. All cleaning products used are officially approved as effective for covid 19. Once a room has been cleaned and sanitised the door will be closed and not be re-entered before your arrival. Particular attention will be paid to all the high touch areas for example light switches, taps and door handles.

We will rewash crockery, cutlery and glasses between guests, and all kitchen equipment will be sanitised.

Some non-essential soft furnishings will be removed for the time-being for example bed runners and cushions. All our linen and towels are professionally laundered and pressed and returned to us in protective wrapping.

We will provide hand sanitiser, viricidal spray and antibacterial surface cleaner for your use.

We will need extra time for cleaning and sanitising so our arrival and departure times will need to change slightly to allow us the time we need. We will be asking guests to leave at 9.30am and not to arrive before 5.00pm. We understand that this is inconvenient, but it is really important we have the extra time to clean.

Our staff will be provided with disposable gloves and masks and issued with check lists to ensure no step of the cleaning is missed.

We will be asking guests for their co-operation with certain recommended protocols for the safety of staff and us.

Stripping Beds – We hate to ask this of you on the last day of your stay but with all the evidence coming to light of people having had the virus with no symptoms the advice is we should assume that somebody in your party COULD be carrying the virus. It is considered that removing the bedding could make the virus airborne which is why the advice is we should ask guests to strip the beds. We would be very grateful if you could pack the bed linen and towels in the clean linen bags provided.

Please empty all bins - including bathroom bins and place in the outside bin. Please do not leave any food in the house.

Dishwasher – please set it going before you leave, if the cycle has finished please do not empty it. We are required to wash everything between guests and if you have emptied the dishwasher the items will have to be washed again.

Open Windows - if possible (weather dependant) please open the windows before you leave to help air the house.

To reduce the risk of touch contamination we have been advised to remove some non-essential items from the house.

Decorative throws and cushions.

Ornaments

Inside small children toys reduced to allow rotation.

Quantity of kitchen equipment will be reduced to allow for the rewash between guests of every item even if it is clean.

If you develop symptoms - we sincerely hope that you will have a happy holiday. However, should a member of your party develop symptoms, we would ask you to return to your primary residence, and self-isolate there for a period of 7 days (14 days for the other group members). Please do let us know if you do develop symptoms, as the cleaning protocols for the cottages are different.