



Cowdray Accommodation Covid-19 Statement 4th July 2020

We are delighted to welcome guests back through the doors of our Cowdray Holiday Cottages from Saturday 4th July. The safety of our guests and staff is paramount and we are working in line with the Government guidelines to ensure that we can operate in a safe environment.

Opening dates:

Benbow Holiday Cottages from Saturday 4th July 2020

Cowdray Lodge and Bothy from Friday 10th July 2020

What you can expect from us:

- We have carried out an extensive risk assessment to ensure the safety of all guests & staff.
- Due to the current Covid-19 Pandemic we have relaxed our cancellation policy. Should the Government guidelines require us to close our accommodation affecting your stay, or should you be unable to travel due to a local or nationwide lockdown, our team will be on hand to assist with moving your booking to alternative dates or arranging a refund.
- We are currently unable to provide a hot breakfast for guests staying at the Lodge due to current closure at the Clubhouse. Instead a continental selection will be delivered to the door of your lodge at 7.45am each morning. Should you have any dietary requirements please inform us when making your booking.
- Our cleaning standards are high, however we have worked to ensure we carry out an enhanced Covid secure deep clean between every stay.
- Our Housekeeping team have undertaken Covid-19 hygiene training.
- We have removed all non-essential items such as toys, games and books from our accommodation. Any paperwork and local information provided is disposed of between stays.
- In order to minimise contact with guests, we are unable to provide a cleaning service throughout longer stays at our accommodation. Should you have any requirements during your stay, please do not hesitate to contact us
- All keys will be left in key boxes outside your accommodation prior to your arrival. Our 24-hour team can be contacted on +44 (0) 7730 096 270 should you have any issues checking in.

What we ask from you:

- In order to carry out our enhanced cleaning procedures, check in times must be after 4pm. We ask that you respect this and do not arrive before 4pm. Check out is before 10am.
- Due to the NHS track and trace scheme we ask that you provide the names of all guests staying in the accommodation prior to your arrival.
- Respect social distancing at all times with other guests.
- Use hand sanitisers or antibacterial soap provided at all key points.
- Although we are happy for you to bring your dogs to our holiday cottages, we ask that they are kept on leads when in shared spaces with other guests.





- If using our shared facilities such as the outside tap or barbeque area, we ask that you provide your own equipment and disinfect the area after use.
- Should a member of your party become ill, please inform us immediately.

Any questions or further detail on our cleaning procedures required? Please do not hesitate to email us at stay@cowdray.co.uk call 01730 814522.

Neil Georges, Director of Events

