



Cowdray Accommodation Covid-19 Statement Winter 2020

It is with great sadness that our doors will be closed at Cowdray Accommodation until further notice.

What you can expect from us

- Due to the current Covid-19 Pandemic we have relaxed our cancellation policy. Should the Government require us to close our accommodation affecting your stay, or should you be unable to travel due to a local or nationwide lockdown, you are able to move your booking to alternative dates or request a full refund.
- If you are staying in the Lodge, our Clubhouse is open and breakfast is available from 7.30am to 9.30am.
- Although our cleaning standards are always very high, we have worked to ensure we carry out an enhanced Covid Secure deep clean between each 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 staff contact with guests, we are unable to provide a cleaning service throughout longer stays at our accommodation. All cottages are provided with designated cleaning cloths and products, and should you have any additional requirements throughout your stay, please do not hesitate to contact us.
- Check in will be a contact free self-check in. All keys will be left in key boxes outside your accommodation prior to your arrival. Our team can be contacted on 01730 814522 between 8.00am and 5.30pm. Our out of hours emergency team can be contacted on +44 (0) 773 009 6270 should you have any issues checking in.

What we ask from you

- We request you check in after 4pm and check out by 10am.
- Upon check out at the Holiday Cottages, we ask that you remove all personal items inclusive of items in the fridge and freezer. All rubbish should be placed in the onsite, external bins.
- Due to the NHS Track and Trace scheme, we request that you scan the QR code or provide the names and contact information of all guests staying in the accommodation.
- Please always respect social distancing.
- 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 a lead 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 or give us a call on 01730 814522.

