

Welcome

Thank you for choosing to stay at No 5 the Mews, Harlyn Bay. These are extraordinary times and to respond to these we have had to introduce some new rules when staying at No 5, both to protect you and your family but also the cleaning and maintenance staff.

Please remember that self-catering premises in the UK are probably the safest form of holiday accommodation in the Country.

### **THE FOLLOWING ARE SPECIFIC REQUIREMENTS DURING THE COVID-19 PANDEMIC IN RELATION TO YOUR STAY**

1. You must not travel to Cornwall if you or any of your party are showing signs of any symptoms or are required to self-isolate under the Test & Trace system
2. If you develop any symptoms of Covid-19 during your stay, you must immediately leave the property, inform the Agent per the terms and conditions of booking and return home and self-isolate. You are not permitted under any circumstances to remain at the property with symptoms. Please advise the owner of any positive test result once you return home.
3. You must not arrive at the property before the check-in time of 4pm.
4. The property will be prepared for your arrival and washed and disinfected to the best of the ability by the cleaners using appropriate products, but nothing can be 100% guaranteed.
5. Please wash your hand frequently during your stay.
6. Please note that the premises will not have any book, puzzles or video's, dish clothes or household cleaning materials to reduce any potential spread of infection from touch points, so you may wish to bring your own.
7. Prior to departure, please make sure the property is clean and tidy. Cleaner's jobs are very difficult under the current new regime, so please do not make it any harder. Please remember the risk to your security deposit if you leave the property in poor condition.
8. Bedlinen, towels, T-Towels and an oven glove will be provided, but you can of course bring your own. Please let the Agent know if this will be the case so she can remove items from the cottage in advance of your arrival
9. Prior to your departure, please strip all linen from beds and put in the laundry bags provided. Towels and T-Towels should also be placed in the laundry bags.
10. Prior to departure please load the dishwasher with as much cutlery and crockery as you can and put it on the hottest cycles, this would be really helpful.
11. Please open all windows prior to departure so there is a good flow of air to help remove any potential contamination. It is recommended to that windows are left open as much as possible but please be mindful of the security of your personal property.

12. You must be ready and leave on the day of your departure of 10am. Cleaners must be allowed the full time to clean properties before the next guests.

May I take this opportunity to wish you a safe and happy stay at No 5 The Mews at Harlyn Bay and I hope that I might welcome you again in the future.

Best wishes

Teresa Heritage

Owner