

Covid- 19 Terms and Conditions and additional information. (Edition 1 15th June 2020)

This Covid-19 statement runs alongside our usual Terms and Conditions which can be found on our website and on your confirmation email.

Cancellation of Your Stay Due to Government Restrictions

If government restrictions prevent us from welcoming guests over the duration of your stay, we will need to cancel your booking. If your booking is cancelled due to government regulations concerning Covid-19 and you have **booked directly** with us, you will receive a full refund, including any deposit. If you have booked through an online travel agency (e.g Air BnB, Booking.com or Expedia) we cannot guarantee what value refund you will receive due to their Terms and Conditions. We will always do our best to help retrieve refunds where possible.

Our usual Terms and Conditions apply if Covid-19 government regulations do not affect your booking. I.e if you make a decision not to travel for any reason, our usual Terms and Conditions will apply.

What if I display symptoms of Covid-19?

If you display Covid-19 symptoms before your arrival at The Old Granary, please call us to let us know. **Do not travel to or arrive at The Old Granary.** Unfortunately, we will not be able to offer a refund in this situation. According to Government advice you should self-isolate for 14 days at your primary place of residence.

If you are already at The Old Granary and display Covid -19 symptoms, you are responsible for letting us know this as soon as possible (01652 462 482). Government guidelines state that you are to self-isolate for 14 days in your primary residence, you should make arrangements to return home as soon as possible, should your health allow this. We will then carry out a full deep clean of the area.

You will be charged for all additional costs incurred by The Old Granary, including, but not limited to, additional nights of accommodation for you, and or the cancellation or re-location of future displaced guests.

According to the NHS, Covid-19 symptoms include:

- High temperature
- New, continuous cough
- Loss or change to your sense of smell or taste

Outbreaks of Covid -19 at The Old Granary

We will follow Public Health England (PHE) advice in the event of a suspected outbreak. We ask that you comply with any additional measures that may be put in place.

Guests Hygiene

We ask that all guests support us by maintaining regular handwashing, particularly upon entering and exiting their apartment. Please also use the Biocide provided to ensure all surfaces and door handles are kept clean.

Our Responsibilities.

As accommodation providers we will continue to provide a high level of cleanliness at The Old Granary, paying particular attention to high traffic areas such as light switches, door handles and staircases.

We have invested in a commercial standard, catering biocide to ensure a very high level of cleanliness throughout this crisis, a labelled bottle of this can be found in your apartment underneath your sink which you are welcome to use.

Visit England are working to produce a Covid-19 hygiene kite mark, this will be allocated to businesses complying to specific guidelines and we aim to achieve this as soon as it is released.

Social distancing rules are adhered to throughout The Old Granary and across the farm where possible, we expect our guests to do the same.

If you are staying for longer than six nights, please speak with us about our mid-week cleaning/linen policy.

If you have any questions about our processes or procedures, please contact us, we will be happy to talk this through.