

## Dole Ash Farm Holiday Cottages

### How will the Coronavirus restrictions impact your stay?

We hope that you have all been keeping safe and well. Our absolute priority at Dole Ash is to keep everyone as safe as possible. We have reviewed all aspects of our operation and will continue to do so according to Government guidance, and whilst we know that some things will have to change, it is vital we work this way to keep you as safe as possible.

There is plenty of outside space to play, roam and enjoy the fresh air at Dole Ash and we are confident you will still have a relaxing break with us and enjoy our friendly hospitality.

Extensive Risk Assessments and health and safety guidelines have been prepared and our team have been fully trained and supplied with the appropriate PPE (Personal Protective Equipment) so that they are ready to welcome you safely for both you and themselves.

We have installed sanitiser gel dispensers at key points at the entrances of the pool, games room and laundry room and we would kindly ask you to use the hand gel especially before touching door handles and entering communal areas. Please bring your own hand sanitiser to carry around to use for your peace of mind.

We have followed industry guidelines for COVID 19 cleaning and are using extensive anti-viral products. Every cottage will be fully cleaned and sanitised before each stay. Linens are professionally washed on high heat, with added sanitisation. All non-essential items and decorative items will be removed from the cottages.

We are hopeful that our private indoor pool will be open but it will be on a timed swim basis per cottage and this timetable will be emailed to our guests prior to arrival. Should you wish to use the tennis court please bring your own tennis rackets and balls. The games room will be open with the football table and table tennis table but for only 1 household at a time. All other items in the game room will be removed according to government guidelines. Our outdoor playing field with climbing frame will also be available for guest use.

It is important that social distancing of 2m is maintained and we can appreciate that this can be difficult with small children. We will also be keeping our distance but available at all times by phone should you need anything. Please make sure that hands are washed often especially after touching farm gates and communal items. Please note that there are no day visitors allowed, only cottage residents can enjoy our grounds and facilities. **Prior to arrival all guests who have booked with us will receive full details of our operation and what to do on arrival/check in.**

**BOOKINGS** Should you wish to book please visit our website on <https://www.dolesashfarm.co.uk>. Please note that should our complex need to close then we will refund any monies paid for cottages or your bookings can be moved to a new date. Should you be told not to travel due to government restrictions in your area that are applicable at the time of your stay then you will be refunded or credited to another date. Should you need to cancel for any reason then our terms and conditions apply so we recommend that you take out holiday insurance. **If you are feeling unwell or have been told to self-isolate you must stay at home and follow the latest Government advice.**

