

## Dole Ash Farm Holiday Cottages

### How will the Coronavirus impact your stay

Our absolute priority at Doles Ash is to keep everyone as safe as possible. We still want to keep everyone safe by continuing some of the measures which have kept our guests and staff safe to date. We hope you will feel reassured by this approach and we will comply with Government Covid-secure guidelines at all times. There is plenty of outside space to play, roam and enjoy the fresh air at Doles Ash and we are confident you will 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 have been removed from the cottages.

**Our private indoor pool is open** and it will be on a timed swim basis per cottage, swims will need to be booked online and the link will be emailed to our guests a few days prior to arrival. There are no swims available on arrival or departure days. Should you wish to use the tennis court please bring your own tennis rackets and balls. The games room is not sanitised between users but we will leave sanitising wipes should anyone wish to use them. Our outdoor playing field with climbing frame will also be available for guest use.

Whilst the situation with COVID continues we will be keeping our distance but available at all times by phone should you need anything. Please note that there are no day visitors allowed for the foreseeable future, only cottage residents can enjoy our grounds and facilities. **A few days 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 including isolation 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.**

