



## **GUEST GUIDELINES**

We look forward to welcoming you to Aeolian! We trust that your holiday will be a welcome change from everyday life at home. Enjoy, have fun and stay safe.

As an accommodation provider, we take the health and safety of our guests very seriously. Cleanliness is of high priority to us and we have implemented new guidelines based on government advice to re-assure you that your holiday home is safe and comfortable for you and your family.

**To enable our housekeeper to work safely within the recommended guidelines and undertake the necessary level of cleaning, the arrival time is now 4:00 pm onwards and departure time strictly 9:00am.**

**Before you arrive you will receive a further email with the key box code for private access.**

We would be really grateful if you would adopt **a policy of taking your shoes off each time you enter the property** as this will help reduce the spread of dirt and bacteria being brought into the property. We advise packing some house only shoes/slippers.

Anti-bacterial hand soap is provided in all the bathrooms, however, we advise you to bring your own supply of hand sanitiser to use during your holiday. To save on packing additional items provided for your use during your stay are toilet paper, dishwasher tablets, washing up liquid, kitchen sponges, all towels (including beach specific towels) as well as a welcome bowl.

We will not be entering your property during your stay unless a problem arises that requires urgent attention and it will always be by prior arrangement where possible.

**Advice before travel to Aeolian, duration of stay and following return home.**

### **If you develop COVID-19 symptoms**

- Needless to say, if you or any member of your party develop symptoms before your holiday, it is important that you stay at home and do not travel. If this is the case, please contact us immediately to let us know.
- If you develop symptoms during your stay, you will be required to open all upstairs windows slightly and return home immediately to stay in your own home while you self isolate. Aeolian Holiday Cottage Wales does not accept any responsibility for any matters beyond our control or for any COVID-19 related matters that occur whilst you are staying in the property. Additional costs will be incurred if an extended stay is required due to illness.
- Following your return home if you test positive for COVID-19 again please notify us.

Contact: Alison Evans on 07791 157777.

NHS Guidelines: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>



## **PROPERTY CLEANING**

Your holiday accommodation will be cleaned in accordance with Government Guidelines

- All hard surfaces cleaned then disinfected
- All fabric surfaces sprayed with suitable disinfectant spray
- All floors cleaned with appropriate cleaning agents and mist disinfected
- Carpets thoroughly vacuumed and mist disinfected
- All crockery, cutlery and pans cleaned in dishwasher or washed in hot soapy water
- Key safe/all keys will have been cleaned with disinfectant
- Cleaning materials are available for you to use during your stay
- The housekeeper and staff will have their own cleaning materials which they bring with them
- Windows cleaned inside and out.

## **PROPERTY BEDDING**

- The bed linen is laundered at 40 degrees however it is also hot ironed which eradicates any pathogens.
- The mattress and pillow protectors are changed for each new guest.
- Please kindly remove duvet cover, pillowcases and bed sheet at the end of your stay and leave it in the bag located in the wardrobe of your room (bottom drawer of tall boy in bunk bed room) for the housekeeper to collect. All used towels, please place in either the bath or in the shower of the shower room.
- Please open upstairs windows slightly before you leave.

## **OUTSIDE AREAS**

- All outdoor furniture cleaned with appropriate disinfectant sprays
- Please leave outdoor areas as clean and tidy as you found them on arrival.

Please be mindful that many of the properties will be occupied again the same day of your departure so any assistance you can give in keeping the property as clean and tidy as possible would be appreciated. Please remove all unwanted food from the fridge & freezer and place rubbish bags outside.

More property specific information and user instructions are to be found in the Welcome Folder in Aeolian – this will have been cleaned with disinfectant prior to your arrival.