



Guest Guidelines

We look forward to welcoming you to Aeolian!

The past few months have been a difficult and challenging time for us all and 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 within the recommended guidelines and undertake the necessary level of cleaning, the permitted arrival time is now **5:00 pm** and departure time strictly **9:00am**. This is an essential change and we thank-you for your understanding and co-operation adhering to these times.

To lessen the workload for our housekeeper who now has a heightened responsibility with these new guidelines, we have removed some of the soft furnishings and decorative items around the property to reduce potential infection and the amount of extra cleaning required. We trust you will understand that this is for your own safety. For example, usually there would be throws/bedspreads/cushions in each bedroom, all of these have been removed, along with some board games, books, and other items that are not necessary to your stay.

More property specific information is to be found in the Welcome Folder in Aeolian – this will have been wiped with disinfectant prior to your arrival.

We are also asking guests to kindly strip the beds and put all linen on the floor at the end of your stay for the housekeepers to collect. We wouldn't normally ask this but it is a small gesture you can make to help protect the housekeeper and her staff.

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. 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 put rubbish bags outside.

The latest government advice on social distancing should be adhered to at all times when outside of your family group and when walking around the town. 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.



Before you leave

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.

Contact: Alison Evans on 07791 157777.

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

If you develop symptoms during your stay, you will be required to return home immediately and stay in your own home while you self isolate. Aeolian Holiday Cottage Wales do 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.

PROPERTY CLEANING

Your holiday accommodation will be cleaned in accordance with Government Guidelines

- All hard surfaces disinfected
- All fabric surfaces sprayed with suitable disinfectant spray
- All floors cleaned with appropriate cleaning agents
- Carpets and soft furnishings vacuumed and sprayed
- All crockery, cutlery, pots and pans cleaned in dishwasher or washed in hot soapy water
- Key safe/all keys have been disinfected
- Cleaning materials are available for you to use
- The housekeeper and staff will have their own cleaning materials which they bring with them on changeover day
- Bookings for more than one week will not be offered a mid-stay clean, however a change of linen will be provided to the guests to change themselves. Used linen will be collected
- Windows cleaned inside and out.



PROPERTY BEDDING

- The bed linen is professionally laundered at 60 degrees. Please kindly remove the bedding 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 towels, whether used or not, should also be placed in either the bath or the shower room

OUTSIDE AREAS

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

Useful Tips - preparing for your holiday

Shop at Home / Deli Box - consider bringing with you your initial food and drink to avoid stops at the supermarket while you travel. On arrival there is a deli box with tea, coffee, milk, bread, butter, jam etc to welcome you following your journey.

Shop Online – consider pre-ordering your groceries online for delivery to Aeolian to avoid visiting the larger local supermarkets (Tesco in Porthmadog/Asda in Pwllheli) and food shops. Many of the Welsh local producers are also delivering during this time (Y Deli Newydd in Criccieth)

Stay Local - the town has a great selection of businesses that have all suffered during the lock down period so please support them as much as possible by using the local facilities on offer.

Hand Sanitiser – anti-bacterial soap is in all the bathrooms, however, we advise you to bring your own supply of hand sanitiser to use during your holiday.

Before you arrive you will receive a further email with full property details and the key safe number for private access. Please do not contact us for this information, it will be provided prior to your arrival.

A gentle reminder that no access will be permitted before 5:00pm on the day of arrival.