



Greetham Retreat Holiday Cottages - Covid Secure Operating Measures

Greetham Retreat is operating in a Covid Secure manner in accordance with Government and Public Health guidance. We have been awarded the national industry standard called "WE'RE GOOD TO GO" to evidence that we have put the appropriate measures and procedures in place. This award is recognised by VisitBritain and VisitEngland the National Tourist Board for England.



To help us to reassure and protect you and other guests whilst on site the following new measures have been implemented: -

- **Full payment in advance is required prior to your arrival.** *(To limit touch transmission opportunities).*
- **Any guest displaying Covid-19 symptoms, high temperature, persistent cough, loss of taste or smell should NOT travel to Greetham Retreat** and should self-isolate at home as per Government guidance.
- **Any guest who displays Covid-19 symptoms, of a high temperature, persistent cough, loss of taste or smell during their stay at Greetham Retreat** should notify the owners immediately.
- **Your cottage will be available any time after 4pm on your arrival day.** You will find the **entrance gates open when you arrive, please drive through the gates slowly and drive towards the cottages building.** *(Please leave the gates open to reduce touch contact transmissions)*
- **Please park in your allocated parking place.** This is shown on the **Parking and Entrance Plan** that will be sent to you before you arrive. We will not meet you in person on arrival. *(but we will make contact, with you sometime after you have arrived)*
- Your **sanitised keys are in a sanitised Key Box situated on the wall next to your cottage's front door.** *(Please view the **Parking and Entrance Plan** for location of your cottage's front door).*
- **Social distancing** will need to be observed by all guests and by us when using the grounds and facilities. *(a minimum of 2 metres social distancing between all households is always requested please whilst on site)*
- **Enhanced deep cleaning**, additional disinfecting and sanitising measures will be implemented by us, concentrating on high risk touch points throughout.
- **Liquid soap, hand sanitiser and antiviral disinfectant spray will be provided in all cottages** for you to use.
- **Some non-essential items** which are not easy to sanitise (e.g. some scatter cushions, vases, etc.) **will be removed** from our self-catering cottages to reduce opportunities for touch transmission. *However, these items will be available on request, from quarantined storage.*
- **Visitors are not permitted on site without the prior permission of the owners** *(to limit the number of households on site and therefore minimise the risk of infection being spread, if permitted visitors contact details will also be required in advance for NHS Track and Trace).*

- **Additional signage** has been displayed *(to encourage social distancing and hand washing)*.
- **Access to some communal shared facilities is restricted to one household at a time e.g. the Laundry Room and Tourist Information Room.** *(These areas will be subject to regular, enhanced cleaning and sanitising)*
- The communal **Guest Lounge is closed** and will not be available for guests to use.
- **Patio Tables and chairs in the courtyard patio areas, situated just outside your accommodation have been individually allocated to each cottage.** *(These will be cleaned and disinfected prior to your arrival. Please only use your allocated table and chairs during your stay, to limit opportunities for transmission between households and other guests)*
- If you intend to use the outdoor permanent seating areas within the private grounds, you can be assured that these are cleaned and disinfected regularly, but you may wish to **clean and disinfect these seats/tables yourself, prior to using them.** It may be good practice to **bring with you cleaning or disinfecting materials** for this purpose. *(Please do not use cleaners containing bleach)*
- We are required to record the names and contact details of the lead person for all families or groups staying at Greetham Retreat to support NHS Test and Trace.
- As owners Jeanette and Rob Folwell personally carry out all the cleaning and routine maintenance themselves and they do not have any employees or staff. *(This limits opportunities for the virus to be imported to Greetham Retreat from outside).*
- Throughout the Coronavirus Covid-19 pandemic, Lincolnshire has had a relatively low rate of infection, which makes it the perfect destination for that Covid secure and much needed holiday getaway.

The above measures are being kept under review and are subject to change.

We do believe that we are in a strong position when it comes to people staying at Greetham Retreat in our self-catering holiday cottages. All guests have access to our relaxing outdoor space, extending over 4 acres of private parkland grounds. With the help of the new safety measures detailed above, we believe that we can provide a Covid Secure environment for all guests to enjoy their holiday here at Greetham Retreat in Lincolnshire Wolds.

You can be reassured that your safety and wellbeing is our top priority. We look forward to welcoming you to Greetham Retreat in the beautiful and tranquil Lincolnshire Wolds.

Kind regards,

Jeanette and Rob Folwell (owners)

Greetham Retreat Holiday Cottages

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