

Norfolk Coast Cottage Coronavirus/Covid 19 Statement

Well, what extraordinary and challenging times we have all witnessed during these past few months, but right now we are just delighted to be open and returning to some sense of normality.

Our first priority is to keep everyone safe, that's you our guests, but also our changeover team.

We see this as a partnership of trust, so we ask you to please play your part in keeping everyone safe. In return we will be doing the same for you.

We want summer at the cottage to be as normal as possible - so if you are visiting us, please enjoy yourself and rest assured we are doing everything to look after you. The cottage is well equipped and perfectly placed to spend loads of time on the terrace, in the garden and the great outdoors of North Norfolk!

Relax and enjoy your stay.

Julia Hillsdon, Owner

Some of the things we are doing at the cottage to help minimise risks:

Our cleaner will wear gloves, a mask and apron whilst cleaning the cottage, and will dispose of these at the end of each clean. They will take extra time and care to sanitise door handles, light switches, remote controls and any regularly touched items and areas. We will air the cottage thoroughly. Our accommodation is always cleaned to a high standard (see our Airbnb reviews) and we intend to meet & maintain this standard before your arrival. Our risk assessment statement provides more 'technical' detail. We have signed up to the Airbnb commitment to clean (details at the end of this document)

We provide Hand Sanitiser at the entrance to the cottage and we require that you and all your group use this upon entering. We will also provide surface sanitiser for you, and hand soaps.

Unfortunately we will be removing items such as children's toys, outdoor toys, board games, books and leaflets from the cottage for the foreseeable future, but you are more than welcome to bring your own. We ask that you please make sure these are taken home with you.

We ask that all guests follow the government guidelines of social distancing and washing hands regularly. This is the responsibility of the guest.

It is important that all guests depart no later than 11am and do not arrive before 3pm, so there is no crossover between our staff & guests, and we have as much time as possible to air and sanitise the property.

We also ask that you make sure the house is tidy, you have removed all rubbish from all bins and elsewhere before you leave, and you have taken all your belongings as you will not be able to reenter after departing at 11am.

Please help us in protecting our staff by stripping your beds, and putting the linen along with the hand towels, bath mats, tea towels and oven gloves in the laundry bags provided. This will enormously reduce the 'handling' of used linen for our staff, and so reduce any risk to them. Thank you.

We would like to thank you for your co-operation in these difficult times, together we can all stay safe & well, and continue to enjoy this beautiful part of the country. I am sure you will have a wonderful stay in North Norfolk.

Please familiarise yourself and other guests with the ongoing advice regarding Coronavirus in the UK. <https://www.gov.uk/coronavirus>

If you or any guests show symptoms of being unwell please refer to the following section on the government website :

“People staying in accommodation that have symptoms of coronavirus (COVID-19)”

<https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers>

A full copy of our risk assessment can be found [here](#).



Committed to clean

Welcome! We're committed to Airbnb's enhanced cleaning protocol, which has been developed in partnership with experts in health and hospitality. Here's what we've done to clean and sanitise the space:

- Approved products**
We use disinfectants approved by global health agencies to help prevent the spread of COVID-19
- Protective equipment**
We wore protective equipment, like a mask and gloves, while cleaning
- Thoroughly clean**
Each room has been cleaned following extensive cleaning checklists
- Cleaning supplies on hand**
We provide extra cleaning supplies, so you can clean as you stay
- Every surface sanitised**
All high-touch surfaces have been sanitised, such as doorknobs, cabinets and light switches