

Covid-19 Policy

Gwbert Holidays is committed to providing as comfortable hospitality as possible, as safely as possible with the safety of our staff and guests a priority as the world continues to battle the Covid-19 pandemic.

Actions and provisions adopted by Gwbert Holidays are detailed below and we respectfully request that you read and support our actions:

Reservation and Before Arrival



When making a reservation, payment card details must be provided and the deposit of £100 will be taken upon booking, it is only when the deposit has been paid that your booking will be confirmed. This deposit payment is non-refundable. The final payment will be requested 30 days prior to arrival.



In a contrast to our usual cancellation policy (all booked stays and deposits are non-transferable and no refunds will be given under any circumstances); in the event that you are unable to proceed with your reservation due to Covid-19 guest stays up to and including 2nd August 2020 can postpone their booking of which their stay with us can be taken up to 12 months from your original start date, *subject to availability and subject to any difference in rental. All monies paid will be carried over.



Please do not travel to the hotel if you are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to your sense of smell or taste.

If during your stay you develop any symptoms of Covid-19 please inform the day/night porter (details provided on arrival), where you or any member of your party will be instructed to return home immediately. Should you develop symptoms within 7 days of your departure please advise us by contacting Gwbert Holidays.

Staffing



Our staff are fully trained on the basic protective measures against Covid-19, such as hand hygiene, physical distancing and respiratory hygiene as well as the signs and symptoms of the disease and on all new or revised procedural policies within the Covid-19 Action Plan.



Our staff are provided with Personal Protective Equipment such as facemasks, gloves and aprons for the execution of their duties, and all enhanced cleaning and sanitation recommendations are observed including the increased use of disposable cleaning materials, increased cleaning and disinfection measures and enhanced operating procedures for waste management.

Check In/Out



2 days prior to arrival you will receive an email from us with instructions of your key collection and directions on how to get to the property.



Due to the current situation early check-ins and late check-outs are not available.



Upon entering the property you will find your disposable guest directory along with a guest registration form, hot tub/swim spa policy and a copy of our Covid-19 Policy. We ask that these are signed and contained in the envelope provided, to be left near the front door. A member of staff will visit the property, maintaining social distancing, hand hygiene and respiratory hygiene measures to collect the forms and to check everything is ok with your stay.



Check-out is at 10am on the day of departure. We apologise for any inconvenience that this may cause, this time is to ensure that the house is cleaned and ready for the next guests arrival. Please make every effort to leave the house as you found it. Houses will be inspected on departure and extra cleaning and damages will have to be charged for. Please remember to report any damages or breakages as they happen so that we can resolve any issues as quickly as possible.

When departing the property please leave your keys on the kitchen worktop, leaving the house unlocked as a member of our team will enter the property shortly after your departure.

Hot Tubs / Swim Spas



Guests must be aware that use of the hot tub/swim spa is not advised during extreme weather. No refund or rate reduction will be offered in the event that you are unable to use the hot tub/swim spa during your stay due to adverse weather.



All our hot tubs/swim spas have appropriately treated water using chlorine at the safest levels to ensure we provide disinfection to neutralise the virus which causes the Covid-19 infection along with eliminating any other harmful bacteria. This means our facilities can be enjoyed whilst ensuring the safety of our guests. Our maintenance team will continue to maintain diligent hygiene standards by regular water testing and taking actions if required.

We ask, especially due to recent developments that you abide strictly to our Hot Tub/ Swim Spa Guidelines to ensure the safety of yourself, other guests and our staff.

Housekeeping



Although our houses are thoroughly cleaned on every change-over, extra measures will be taken to ensure the safety of our guests during these unprecedented times. We are now carrying out extensive steam cleaning and use of anti-viral cleaner. All duvets and pillows will be cleaned on every change-over.



Housekeeping teams will be delivering a new 10 step, high touch cleaning programme in every house after check-out.



We have temporarily removed non-essential high tactile items such as throws and cushions to reduce cross contamination opportunity. We have also reduced the number of pillows on the beds - should you require another pillow, please ask.



The Guest Information Directories normally found in each house have temporarily changed format. Rather than keep a directory in the property for everyone to use we will now provide each home a booklet version for you to discard after your stay. These booklets include increased information on local beaches, walking and cycling routes and outdoor activities less affected by Covid-19 restrictions.

Deposits and Cancellations

****Please note that if you have made your reservation through a third party, such as Cottages.com the deposit or/and cancellation terms sent to you by them supersede those stated below.****



All bookings must be guaranteed with a credit or debit card. A non-refundable deposit to the value of £100 will be deducted from the card details supplied upon booking to confirm your booking request. The balance of your stay will be due 30 days prior to arrival and at this time we will contact you via the details provided upon booking in order for you to make this payment, unless an alternative payment method has been arranged in writing.



In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party. We reserve the right to charge you if we find evidence of any damage/breakages.



Please note for stays between October and March there is a £25 fuel supplement included in your total.



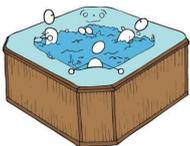
Please note that all booked stays and deposits (except the security deposit) are non-transferable and no refunds will be given under any circumstances. Should you be required to cancel, all monies paid will be retained by Gwbert Holidays.



We strongly recommend that you have appropriate travel insurance in place should you need to cancel as no refunds are given under any circumstances.



Should Gwbert Holidays be unable to fulfil the service booked, alternative dates will be offered.



Guests must be aware that use of the hot tub/swim spa is not advised during extreme weather. No refund or rate reduction will be offered in the event that you are unable to use the hot tub/swim spa during your stay due to adverse weather.

All terms and conditions correct at the time of publication. Edition 2 - 09.07.2020

Thank You



Thank you for your continued support in these difficult times; we wish you the best of health and happiness and hope that you enjoy your stay with Gwbert Holidays.

Date:

Print Name:

Signature:
