



West Wight Cottages Guest Charter

What we are doing to ensure you have a relaxing stay with us:

We have achieved the Visit England "Good to Go" standard to show that we have worked hard to follow Government and industry COVID-19 guidelines and have a process in place to maintain cleanliness and aid social distancing. We have produced a Risk Assessment that covers all aspects of our business and this can be seen on demand, and is also available on our website [<https://www.westwightcottages.co.uk/services-for-guests/>].

We have taken extra steps as recommended by The Professional Association of Self-Caterers to ensure our properties are "COVID-19 secure". In advance of your arrival we have:

- Thoroughly ventilated, cleaned and disinfected the cottage
- Made up the beds with freshly laundered linen, including fresh mattress and pillow protectors
- Put the everyday crockery, cutlery and glassware through the dishwasher or provided you with clean everyday crockery, cutlery and glassware that has been quarantined for at least 7 days
- Provided you with a welcome hamper of sealed or washed produce that you can consume later if you wish
- Sent you all relevant information on the cottage in advance by email (a quarantined paper version will also be available in the property)
- Removed or rotated any paper based information, books, videos, toys etc which could be handled by others or provided a "quarantine bin" for you to place any items you handle during your stay

All Island hospitality businesses are working to re-open from 4th July. Please visit <https://www.visitisleofwight.co.uk> and watch this space for the **Good to Go directory**, helping you to find the eatery or bar, visitor attraction, activity or travel operator you're interested in, and find out everything you need to know. Note that booking in advance will be critical, as there will be limited capacity to pay to enter visitor attractions, restaurants and pubs. We do have lots of countryside and beaches to explore and it's easier to escape the crowds in West Wight!

We ask that you minimise asking us to enter the property during your stay. If, for example, a dishwasher doesn't work, we can try and sort it out over the phone in the first instance.

Our contact numbers are given below. If we don't answer immediately please leave a message and we will call back as soon as we can.

On arrival, the property will be ready for you and the sanitised keys will be in the key safe or in the front door. Please arrive no earlier than 4pm so that we can complete the enhanced cleaning.



What we are asking you to do to help us ensure that you have a safe and enjoyable holiday

- Use hand sanitizer provided (or wash hands with soap and water) regularly, especially when entering the property
- Maintain the cleanliness of the property during your stay – we have provided you with a selection of cleaning materials
- Bag all waste and follow the instructions regarding waste segregation and recycling
- Before departure strip beds and place all towels and bed linen (including the top mattress protectors, not base waterproof mattress protectors) in laundry bags provided
- Depart the property well before 10am to allow the housekeeper timely access to do the changeover – we need to retain social distancing and we have a lot to do!

If you show any signs of COVID-19 then you must:

- Immediately self-isolate and inform Teresa Tearle (contact details below)
- Book a test at the coronavirus testing centre for the Isle of Wight at 1Leisure Medina in Newport by calling 119 or online at www.nhs.uk/coronavirus. DO NOT book a home delivery kit. You need to get the test done in the first five days of having symptoms (new, continuous cough, high temperature, change in your sense of smell or taste).
- If your test is negative you no longer need to self-isolate.
- If your test is positive, you and all guests in your party must return home immediately if you are well enough to do so – ferry companies will facilitate your safe return.
- If you have to extend your stay beyond your planned departure date Government guidance states you will be expected to pay the costs of this extended stay.

Do not allow any relatives/friends/guests into the property and grounds unless they are part of your booked group for the property.

The Isle of Wight currently has a low COVID-19 infection rate so we very much appreciate all your efforts to stay safe and protect our vulnerable Island population during your visit.

Thank you in advance and we look forward to welcoming you.

Teresa Tearle – West Wight Cottages

Mobile: 07795 078049

Landline: 01983 740782

(please leave a message if we don't answer immediately)