



## Looking after you.

As we look forward to reopening we want to reassure you that we are prepared and ready to warmly welcome you.

We have been working with Tourism Northern Ireland (TNI) Northern Ireland Hotels Federation in the anticipation of re-opening and are working in accordance with both the industry and government guidance. Jenny has been doing additional work with TNI to formulate the industry guidelines for re-opening putting her previous public health skills and experience to good use.

### Pre Arrival

- You will have received an email with our **Guest Agreement**. Please complete this prior to arrival
- Our social distancing and handwashing policies are on line and can be accessed online through the **MANAGE MY BOOKING** function on the website.

### Arrival

- We will leave the cottage open for your arrival. The key will be on the coat rack as you enter the cottage in a sealed bag
- We will have a phone/video call if we have not been on site when you arrive to confirm that everything is ok.
- If we are meeting you on site we will adhere to social distancing protocols
- You have our contact details and we can be contacted at any time.

### Communal Areas

#### Laundry

- 1 person at a time in the laundry room
- Use the hand sanitiser prior to entry and on leaving.
- The area will be disinfected each day during your stay

#### Outdoor Kitchen

- One household at a time.
- Please leave the area clean and tidy after use
- This area will be cleaned regularly during your stay
- There will be outdoor kitchen cleaning supplies left each house.

#### Swings and Slide

- We plan to open this **BUT** it is the responsibility of each group to ensure that those who use it handwash and adhere to social distancing.

[www.greenholidaycottages.com](http://www.greenholidaycottages.com)  
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- Numbers limited to 3 on swings and 2 on slide.

## Bins

- One person at bin area at a time
- Wash your hands after use
- Bins will be disinfected daily

## Departure

- Leave the house clean and tidy
- Empty all rubbish in appropriate outside bins
- Strip all bed linen (not the mattress or pillow protectors) and place in plastic bags (supplied)

In the event of you or one of your party displaying COVID -19 symptoms or needing to self isolate. Please contact us immediately. We will follow the current government guidelines in this instance.

Cleaning products and procedures are in line with current industry, government and WHO advice and guidelines. Following the Covid-19 pandemic, hosts, owners and managers of self-catering units and short-term rental operators have a public health responsibility to ensure their accommodation is clean, not only to the eye, but also that any potential virus is removed to the best of their ability to prevent any spread. We are working with local cleaning company ANACHEM who have supplied all our cleaning products and are happy to share any information about our cleaning products with you.

We hope that you are reassured by the measures we are taking and that they are correct and proportionate to the risk posed. If there is anything that you are unsure or concerned about please get in touch. We are keen that you still enjoy the essence of a stay at The Green Holiday Cottages with the chance to relax, unwind and enjoy the tranquility.

Looking forward to welcoming you

Mark and Jenny

References June 2020

<https://www.pascuk.co.uk/standards>

[..\COVID\\_19\Commando\\_biocidal\\_properties\\_update\\_.pdf..\COVID\\_19\novel-coronavirus-guidance-environmental-cleaning-non-healthcare-facilities.pdf](#)

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<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>  
[..\COVID 19\WHO-2019-nCoV-Hotels-2020.1-eng.pdf](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings)

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