

Overbury Enterprises – Manor Farmhouse

- Covid 19 Policy & Cleaning Protocols

It is important that we are able to provide a safe environment for you to enjoy your stay and likewise we are committed to ensuring the safety of our team. We want you to have a happy and healthy holiday with us and to help keep everyone safe we are following the standards as laid out below.

Manor Farmhouse is a member of the Professional Association of Self Caterers <https://www.pascuk.co.uk> who have developed clear guidance and cleaning protocols for national self-catering holiday homes to ensure the health and safety of staff and guests and our checklist can be found on the Manor Farmhouse website.

You can find NHS Track & Trace QR Codes in the property and please abide by the local and national government legislation and guidance in place at the time of your stay.

Your commitment to us.

It is imperative that you do not travel if you, or any of your party are showing symptoms of COVID 19, have tested positive for Covid 19 or are self-isolating due to contact with someone who has tested positive. If you, or any of your party develop symptoms whilst at Manor Farmhouse you must inform us immediately, arrange a test and travel home and self-isolate at your own property. Please inform us if you have a positive test result so that we can adhere to contact tracing and arrange extra cleaning practices.

If you are not well enough to travel home, you will be expected to meet the costs for extending your stay as long as no other bookings are impacted. We recommend you take out travel insurance for these eventualities.

Cleaning Protocols:

Our cleaning company adheres to the PASQ approved cleaning checklist protocols and they wear appropriate PPE in all situations.

Our cleaning company also provide an Assurance Letter outlining their practices. Both documents can be found on the Manor Farmhouse website.

Check-ins/outs

To minimise contact, we are using a virtual-check-in and out system during the Covid 19 Pandemic. All the relevant information will be sent to you in advance and you will be able to access the property using a keysafe. With prior agreement personal greetings can be arranged at a safe distance, to ensure you are comfortable in the property and settled in for your stay. Phone numbers and contact details are provided should you need to reach us. To help us with a safe check-out we ask that you return the keys to the keysafe and ensure the following:

- Please remove your rubbish into the outside bin storage, separating out the recycled items and take home any leftover food items.
- Please run the dishwasher on a full cycle of all cutlery, glasses and utensils.
- Please place all used towels and robes on the bathroom floor.