



**Naturally
Norfolk**
Delightful Getaways in Rural Norfolk

Covid-19 Information

We hope that you enjoy your stay in Norfolk and understand the concerns that many of our guests might have regarding coronavirus.

I felt it important that I write to inform you of the steps we are taking to help combat the spread of the virus. I can assure you that it is our absolute priority to ensure the safety and good health of both our guests and employees during this time.

The property will be cleaned and sanitised prior to your arrival following Covid Ready guidelines from Cottages.com, PASC and Visit England.

We have also undertaken the Cottages.com Safer Stays Guiding principles and Airbnb Committed to Clean.

We have produced a Risk Assessment that covers all aspects of our business.

Please minimise asking us to enter the cottages during your stay. We will try to resolve any issues over the phone or video connection in the first instance.

An emergency contact number will be provided and our preferred contact method is via What's App.

We politely SUGGEST that everyone takes a LATERAL FLOW TEST before their stay with us. Should anyone test positive, they should stay at home and self isolate and NOT visit Norfolk. Please contact us to discuss the options available.

ANYONE can order lateral flow tests FREE here :
www.gov.uk/order-coronavirus-rapid-lateral-flow-tests
or collect kits from any local pharmacy.

This suggestion is to protect the local community, our staff & other members of your party.

ON ARRIVAL

Clean keys will be a sanitised key safe. Please do not arrive before the agreed time so that we can complete the enhanced cleaning required. Please vacate the property promptly at the agreed time and follow the departure instructions, which will protect our staff.

DURING YOUR STAY

Some non-essential items have been removed, sofa blankets and decorative cushions etc. These items cannot be laundered each week. There are some books, toys and games onsite. It is not possible to guarantee that all these items are disinfected. Please place them in the "quarantine basket" after use and we will store them for 72 hours before they are next used. FOR HYGIENE, PLEASE ENSURE ALL RUBBISH IS BAGGED BEFORE PLACING IN THE WHEELED BINS. DO NOT THROW ANY LOOSE WASTE INTO THE BINS.

LOCAL INFORMATION

We have had to remove all our information folders but do get in touch if you would like to ask us about specific visits. We have great local knowledge. There is an ipad for research but we suggest calling places before arranging a visit, as the websites are often not updated at this rapidly changing time.

We have left some maps and books in place and ask you to place them in the "quarantine basket" after use. Likewise any books from the bookshelves.



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It is not practical to gather information about places to eat as the situation is constantly changing. There is a list in the recent copy of My Week in North Norfolk which is also available online; www.myweekin.co.uk/northnorfolk

Be rigorous in following social distancing when out in public and please respect the local community. It is mandatory to wear a face covering in all shops. Please dispose of used masks safely in the rubbish bag*.

CHECK IF YOU NEED TICKETS IN ADVANCE FOR ANY VISITS and be prepared to queue.

HEALTH

If you or any of your party have any symptoms of Coronavirus, please do not travel.

If you develop symptoms during your stay you must self isolate in the property and not go out in the community.

You should tell us immediately and organise a TEST by contacting:
www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/

If the result is positive, you and your party will need to leave the property and travel directly home to your main residence. If you are unable to vacate you will be liable for all the charges for the cancelled stay of our next guests. This will be the cost of arranging similar alternative accommodation and covering any out of pocket expenses to all parties affected. We strongly recommend you take out adequate insurance.

We will need to provide names, telephone numbers and email addresses of everyone in the party for the track and trace system should anyone test positive.

There is official Norfolk County Council information in the folders.

ON DEPARTURE

Please strip the beds of the duvet covers, sheet and pillowcases and place along with used towels, in the cream laundry bags provided. Tie the bags and leave them downstairs.

In the household pack there are TWO white cloths, please will you use these to wipe over as many surfaces in the bathrooms as you can before your departure and dispose in the bin bag.

We have provided cleaning materials, sanitising hand soap and hand sanitiser for use during your stay.

Please leave all the cleaning materials in the cottage as we will quarantine them and reuse them.

Throw away any left-over food and leave the fridge empty, empty the bins in the cottage and place the tied rubbish bag* in the waste bins outside.

PLEASE LEAVE ALL UPSTAIRS WINDOWS OPEN

What we are asking you to do during your stay, is to ensure you and any following guests, enjoy a safe and enjoyable holiday.

The best way to stay safe is to wash your hands regularly and observe 2m social distancing or 1m+ where appropriate.

Please take any rubbish home from the beaches and check our tide tables!