

What we have done to protect us all from the spread of Coronavirus



Thank you for coming to Cornwall at this very difficult time, we would appreciate your help in keeping everyone safe.

To be compliant with guidance we have received and the accreditation schemes that have been put in place we have had to take action to ensure that we are providing a safe environment here at Helsbury Park.

On the day you leave please help us stay safe:

- Open all the windows that you can to ventilate the property
- Strip all the beds (not mattress or pillow protectors) and put used linen and towels in the green bags provided
- Empty all bins and place tied bags into the external waste bins
- Ensure any used kitchen equipment has been loaded into the dishwasher before you leave
- Please leave as early as you can on the day of departure, **before 9am**, we need as much time as possible to ensure the cottages are ready for the next guests

Things we have had to do that may affect your stay:

- The changing rooms and toilets at the pool are closed, please use the toilet and shower facilities in your cottage before and after swimming
- The pool is strictly limited to be used by one family group at a time, please be considerate to other guests and adhere to the guidance in the pool
- The office and the playground are closed to all guests
- All books, DVDs, jigsaws and games have been removed
- The number of soft furnishings has been reduced so that we can rotate them and allow time for any potential virus to be eliminated before they are returned to a property
- There is a dedicated woodstore for your cottage where you will find logs and kindling, do not use any other woodstore and only take what you need. Remember to clean out the woodburner at the end of your stay.
- Gates have been left open to the land to reduce touch points, please ensure your dogs are kept under control (and remember to pick up the poo)
- First aid kits and lightbulbs can be found in the drawers, as we cannot clean these items please only handle them when absolutely necessary
- We have removed additional items from kitchen areas, everything else has been cleaned for your safe use, you may find items in the dishwasher on your arrival
- Visitor guides and information on attractions have been removed but is available online at visitcornwall.com
- Where possible information that you would normally find in the cottage has been added to our web site at helsburypark.co.uk, the code for the pool and the wi-fi details are on the noticeboard in the cottage

What we need you to do to help everyone stay safe:

- Leave by **9am** on your day of departure
- Open the NHS COVID-19 app on your phone and tap “Venue Check In”, scan the QR code on the poster on the noticeboard
- Wash your hands regularly
- Use your own PPE / Hand sanitiser where required
- Be prepared to picnic and take drinks from home when out and about
- Consider other’s safety and maintain social distancing by keeping 2m away from guests in other cottages and the Helsbury team
- If you are staying for a fortnight, please remember that our team will be on site on your middle Friday and you must adhere to social distancing guidelines
- **If you develop symptoms or become ill on your holiday you should follow the NHS guidelines on the notice board and inform Cornish Cottage Holidays (Sykes) as soon as you can and return home as soon as possible.**

In addition to our normal cleaning regime our cleaning team are:

- Trained in line with PHE guidelines on Coronavirus
- Disinfecting high touch surfaces with viricidal spray (ANTI-VIRAL EN14476 LOG 5)
- Steam cleaning high touch points / soft furnishings
- Wearing appropriate PPE
- Limiting the number of team members to enable social distancing
- Swapping mattress protectors and pillow protectors after each stay

Please let us know your comments and feedback on your stay and the measures we have implemented, we are constantly looking to improve what we do, and your feedback helps us do that.