

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



Thank you for coming to Cornwall as we reopen, we would appreciate your help in keeping everyone safe.

To be compliant with legislation, guidance received and the accreditation schemes, we have put various measures in place to ensure that we are providing a Covid safe environment here at Helsbury Park.

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

- It is now mandatory for ALL guests to open the NHS COVID-19 app on their phone and tap "Venue Check In", scan the QR code on the poster on the noticeboard
- If you are unable to scan the QR code, you must supply us with the contact details of all guests over the age of 16 on the back of this sheet
- Remember you still need to follow all the government social distancing guidelines
- And please follow the HANDS, FACE, SPACE guidelines at all times
- **If you develop symptoms or become ill on holiday, please follow the NHS guidelines on the notice board and inform Cornish Cottage Holidays (Sykes) and return home as soon as possible.**

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 (not oven gloves)
- 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
- Pool access is strictly limited to one family group at a time, please be considerate to other guests and adhere to the guidance in the pool
- If you use any equipment, please wipe it down afterwards with the clinical wipes provided
- There is a dedicated woodstore for your cottage where you will find logs and kindling, please 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 on our land to reduce touch points, please ensure your dogs are kept under close control (and remember to pick up the poo)
- The access code for the pool and the wi-fi details are on the noticeboard in the cottage, additional information has been added to our web site at helsburypark.co.uk. Visitor guides and information on attractions is available online at visitcornwall.com

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 on soft furnishings
- Wearing appropriate PPE
- Working in fixed teams and limiting the number of team members to enable social distancing
- Swapping mattress protectors and pillow protectors after each stay.
- The number of soft furnishings has been reduced and items are swapped and quarantined at each changeover

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.

If you were unable to scan the QR code please let us have the contact details of all guests over the aged 16 below: