

WAGTAILS – WELLS-NEXT-THE-SEA, NORFOLK

COVID 19 – Additional Information including Check-in, Check-out details

In light of the current Covid 19 situation we have made various changes at Wagtails to hopefully reassure our guests and help keep our cleaner (and ourselves) safe. Please do take the time to read thoroughly. If you have any concerns please get in touch and hopefully we can help alleviate them.

PLEASE NOTE DUE TO THE ADDITIONAL WORK INVOLVED IN CHANGEOVERS CHECK IN WILL NOW BE FROM 4PM (departure 10am)

(should Wagtails be ready prior to this time please provide us with a contact mobile number and we will send a text message to advise).

On arrival guests will find the keys to Wagtails in the keysafe by the front door. Code will be sent on receipt of balance, and we would request that, on departure, the keys are replaced or posted back through the letter box of Wagtails.

NHS Track and Trace QR code is displayed for guests to register.

We have decided to 'thin out' the books/games/nic nacs etc around the property – hopefully Wagtails will still feel like a 'home from home' but we have done this for a couple of reasons. One is to make it easier to disinfect surfaces between guests but in addition we will now have two sets of books & games etc which will be available on a weekly rotation.

We will continue providing all linen & towels. Please be assured they will all have been washed at a minimum of 60degrees and will be used in, at the very least, a 7 day rotation. This will include mattress & pillow protectors.

Pillows & duvets:we have sufficient spares so will be rotating them each changeover.

If you would rather bring your own bedding, bed linen & towels please let us know in advance and we will remove ours from the property.

We will provide red soluble bags for bed linen & towels. Please remove bed linen from beds (to include pillow cases, duvet covers, fitted sheets, plus pillow protectors & mattress protectors) at the end of your stay. The waterproof mattress protector can be left in place as these will need to be laundered separately. Please bag, along with all towels and kitchen linen, prior to departure and knot the top to seal (please keep colours separate). These bags are designed to go straight into the washing machine, the seams dissolve releasing the laundry. Using these will minimise the handling of the linen by our cleaner and us.

In the kitchen you will find a sealed box with a selection of prepacked teabags, coffee, sugar, loo rolls, etc – all the items we usually leave but these will have been packed and sealed at least a week before. These will also include liquid hand soap, shower gel, cleaning materials etc – we will continue to leave a small container of milk in the fridge unless you inform us otherwise. At the end of your stay we would

appreciate it if any of these items (part used or unused) could be returned to the box – thankyou.

In addition there will be a cleaning/changeover check list, which we will have completed prior to your stay, to ensure we haven't inadvertently missed anything. This will be displayed on the notice board in the kitchen.

With regard to pots, pans, crockery etc – we will leave additional dishwashing tablets and plenty of washing up liquid at the property. If you have concerns using any of the equipment please rewash prior to using. Should we be advised that any of the previous weeks guests have displayed Covid 19 symptoms ALL equipment will have been washed and/or disinfected prior to your arrival.

All baby equipment – high chair, travel cot etc will be removed from the property – however should you require any of these items please let us know in advance.

We have liaised with our cleaner and gone through our cleaning protocols, and in addition to our usual cleaning routine we will be extra vigilant in frequently touched areas eg: door handles, hard surfaces etc. We have taken advice from a commercial cleaning company who recommended we use Selgiene Ultra (a cleaner/disinfector) for hard surfaces and isopropanol will be used on light switches/sockets & remote controls.

*At the end of your stay please use the red bags provided for linen (as previously mention) and ensure **all** bins are emptied into the main wheelie bins just outside the front door.*

We would also be grateful if you could text the number below on departure so we know when the property is empty.

For safety our usual visitors book, information leaflets etc will be removed from the property. However, there will be an individual general information file in the sealed box in the kitchen.

We hope that in the current situation you are able to enjoy the peace and quiet at Wagtails, our secluded garden and take the opportunity to visit some of the beautiful countryside and beaches in the area. Many local pubs and restaurants are providing a takeaway and/or delivery service instead of eat in. There are also a couple of local businesses that will deliver groceries ie Leftleys supermarket, Howells (butchers, bakers, fish shop & deli), Country Garden greengrocers.

We would like to thankyou for your patience and support at this difficult time and hope you have a relaxing stay and recharge your batteries ready to return to whatever lays ahead of us.

As ever, should you have any concerns or problems during your stay please do not hesitate to contact us and we will endeavour to assist wherever possible.

Fran & Nigel