

WAGTAILS – WELLS-NEXT-THE-SEA, NORFOLK

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

In light of the ongoing Covid 19 situation we have decided to continue with the various changes at Wagtails. This is to hopefully reassure our guests and help keep our housekeeper (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 will continue providing all linen & towels. Please be assured they will all have been washed at a minimum of 40degrees and will be used in, at the very least, a 7 day rotation. This will include mattress & pillow protectors. 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 housekeeper, and us.

Should we be advised that any of the previous weeks guests have displayed Covid 19 symptoms, if less than 72 hours has elapsed from their departure, we will take additional measures to wash and/or disinfect touch points prior to your arrival. We have taken advice from a commercial cleaning company who recommended we use Selgiene Ultra (a cleaner/disinfectant) for hard surfaces and isopropanol will be used on light switches/sockets & remote controls.

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 etc. 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.

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

We hope that in the current ongoing 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. 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 take this opportunity to remind guests that it is strongly advisable to take out independent holiday insurance, to include Covid cover. Should a guest have to cancel their holiday due to Covid, less than 6 weeks prior to their arrival, then our standard cancellation policy with apply - ie: 'In the event of cancellation within 6 weeks of your arrival date, the full charges remain due, unless we are able to re-let the property. In this event, the deposit will be retained to cover costs.'

Only if the government introduces further travel restrictions and/or lockdowns will we transfer dates or refund in full.

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