

Latest information about Covid - 19

Coronavirus (COVID-19) Information and Guidance

All our property owners are familiar with the latest cleaning protocols and the extra measures to be taken to help protect the health and safety of guests and housekeepers involved in preparing for your stay.

During the first lockdown the following measures were put in place and will remain in place for the foreseeable future.

- The property is well ventilated after each departure, by opening windows and doors where feasible.
- Correct cleaning chemicals and procedures are followed.
- Housekeepers are asked to use PPE where applicable.
- Ensure all used bedding is removed.
- Guests are asked to strip beds and remove all used linen prior to departure, and place into laundry bags that are provided.
- All linen is washed to the appropriate temperature.
- Hands are washed frequently during the cleaning process and changeovers.
- Key safe information is received via email
- Guests are asked to maintain the property during their stay and ensure surfaces are wiped down regularly.
- Please bring your own hand sanitiser and cleaning products with you, unless provided by the property owner.

Following Government Guidelines

You must comply with the latest Government rules on the sharing of holiday accommodation. Information on the rules currently in place can be found [here](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation).

Covid 19 Symptoms

What to do if developing COVID-19 symptoms before the start of the holiday, whilst on holiday or subsequently.

If you, or a member of your party, develop symptoms prior to your stay, you must follow the latest NHS guidance and not travel under any circumstances.

If you, or a member of your party, develop symptoms during your stay please inform the caretaker, owner or The Cornish Holiday Company immediately (contact details can be found in your Guest Arrival email or house folder). It is important that you let us know immediately so that we can take the necessary steps to deep clean the property. If you, or a member of your party, develop acute breathing difficulties during your stay please call 999.

Similarly, if you develop, or a member of your party develops, symptoms within 14 days of your stay and a test confirms infection please let us know immediately to allow the necessary measures to be taken.

If you're unsure, the latest information and advice can be found on the [GOV.UK](https://www.gov.uk) and [NHS](https://www.nhs.uk) websites.

Some FAQs

Can I still travel to Cornwall for a holiday?

If you are due to arrive on or after the 15th of February 2021, we will follow the relevant government advice. Therefore, please wait to contact us as we will be unable to postpone or refund holidays until we can act on the relevant government advice.

The advice below applies to guests who have holidays booked once travel restrictions are lifted based on government advice prior to lockdown. However, this will be subject to change according to the most recent government advice.

What happens if the government enforces another national lockdown and I can't legally travel to attend my holiday?

If you are unable to travel due to a government enforced national lockdown, you will be offered postponement (subject to availability) or if this isn't suitable, a refund (less a £25.00 admin charge)

What is open in the local area?

This will vary between Tiers so we recommend checking with each company their new operating procedures. We will be updating this page as new information becomes available.

What is being done to help keep you safe during your stay?

To allow time for additional cleaning, the check in time on some properties has been changed; please check your Guest Arrival Information email for the latest times.

A key safe entry system operates for almost all our properties, this limits face-to-face contact. Our caretakers and office will be available on the phone to answer any queries.

Property information will be emailed to you ahead of your stay; this contains essential information (key safe codes, directions, parking etc) as well as specific requests regarding check out procedures - please take the time to read through it and ensure you have access to it during your stay.

Frequent hand washing with hot water and hand soap, as per the government advice, hand sanitisation on entry/exit and kitchen/bathroom cleaning and sanitisation will help reduce spread of the virus.

Only in an emergency breakdown situation will the caretaker or other service provider visit the property during your stay. If this does happen, please follow any requests regarding social distancing, use of masks etc. You may be asked to leave the property should works need to be carried out in an emergency, during your stay

What you can do to keep yourself and others safe during your stay

Please be aware that any items that are available at the property such as boardgames, books and other such items where it is impossible to clean each page or piece, are to be used at your own risk.

Please ensure you follow the latest Government guidance regarding ventilation, particularly during a winter break - see <https://www.gov.uk/government/news/new-film-shows-importance-of-ventilation-to-reduce-spread-of-covid-19>

Please be considerate regarding concerns of local residents and follow any rules put in place by local businesses.

Thank you for your support during this difficult time.