



Dear Guest,

We're looking forward to welcoming you to Wood Farm very soon. **Before you come, please read this note carefully**, in it we outline the changes we've made; make some requests of you; and suggest some additional things that you might like to bring with you on holiday.

In order to open safely we've completed a Covid risk assessment and made a number of changes at Wood Farm. We're accredited with both the [AA COVID Confident](#) and [Visit Britain Good to Go](#) schemes. We've kept things simple and straightforward (with a little bit of fun mixed in) and we know we can rely on you, our guests, to play your part.

#### Changes we've made in the cottages:

- **The way we clean.** We've added an additional "disinfecting" stage to our cottage cleaning in order to comply with Government guidelines. We are using cleaning products with the BS EN1276 certification that kill 99.999% of germs. Our cleaners will be kitted out in all the appropriate PPE. As you'd expect, it will take us a little longer to complete the cleaning and this means we've had to adjust your arrival and departure times (see below).
- **Removing some things.** We've taken some items out of the cottages that are difficult to clean in time: some sofa cushions and soft furnishings; board games and jigsaws; extra plates and cutlery beyond what's required for the number of people staying in the cottage.
- **Adding some things.** We've provided an anti-bacterial handwash to use in your cottage. We've also provided four table tennis bats and balls for you to use during your stay because what's a family holiday without the opportunity for children to take on their parents, and maybe even win! We can also provide you with darts and pool cues on request.

#### Changes we've made around the farm:

- **Hand sanitising stations.** You won't be able to miss the bright yellow, hand-made hand sanitising stations that we've set up around the farm. We will keep these clean and topped-up.
- **Reception is open.** You'll be able to plan your days using the big wall map and the information leaflets. There's only space for two members of a family at a time in Reception. We will be on hand to help, sticking carefully to the social distancing rules. There is a hand sanitising station on the wall outside Reception.
- **The Laundry Room is open.** One person can use the room at a time. We will clean the room at the end of the day. Instructions are on the inside of the door with a hand sanitising station.
- **The Play Park is open.** Simple guidelines are set out along with a hand sanitising station.
- **The Games Room equipment has moved.** We've moved everything (except the pool table) out of the Games Room into the other barns: the table tennis table is now in the Big Barn; the darts and table football are now in the Biomass Barn. The Games Room will be closed but if you want to play pool, just let us know. There are hand sanitising stations in the Biomass Barn and outside the Games Room
- **The Camp Ground is open.** You can build dens and watch Gio and Georgie, our newly arrived Valais lambs bouncing around. There is a hand sanitising station on the Camp Ground.

**Our five requests of you during your stay. We appreciate your help. Please let us know before your holiday if you want to talk any of these requests through with us.**

- 1. Are you free from the Covid virus?** We are assuming that you'll be free from the virus when you come on holiday. We will not be monitoring this. If you show signs of having the virus when you're at Wood Farm then you must immediately get tested and share the result with us. If positive, we will expect all of you to be prepared to return home immediately. If you're unable to do so, you will have to pay for all the bookings that have to be cancelled as a result.
- 2. On the day you arrive.** We ask that you plan to arrive at Wood Farm **no earlier than 4pm**. This gives us the extra time we need to complete our new cleaning regime. Thank you for your understanding. **Please could you let us know your ETA when you're underway via WhatsApp (or text) on 07483 287068.** Your key will be in the door of your cottage so you can go straight there rather than come to Reception. We will be around to say hello and answer any questions.
- 3. Following the latest Government guidance and new legislation.** There are eight cottages at Wood Farm and we ask, please, that you follow the latest Government (tier) guidelines and adhere to all new legislation (rule of 6) when you're here. Remember, the best way to stay safe is to regularly wash your hands thoroughly and distance. It's a big relief that our children are in the low risk category, but we ask you to think carefully about how you guide them in terms of making friends and playing with other children who are outside your family group.
- 4. Using the shared play and games facilities.** In order to keep these facilities open we ask that you supervise your children and ensure that they follow these three requests:
  - Only one family group at a time on each piece of equipment. For example, one family on the zip wire; one family on the trampoline; one family playing table tennis or table football etc
  - Please ensure that you use the hand sanitising station before moving between one piece of equipment and another.
  - Please be considerate if you see that other guests are waiting to use the equipment and ensure the maximum time you spend in any one area is no more than 30 minutes.
- 5. On the day you leave.** We ask that you leave your cottage **no later than 9am** on your day of departure to give us an extra hour for cleaning. You will find brief instructions in your cottage on how we would like you to leave the cottage to reduce the risk when we clean.

Some additional things you might need to bring with you. We know that it's always a struggle to fit everything into the car when you're going on holiday but there are a few things that we would usually provide that we are not providing at the moment.

- We will only be providing darts, pool cues, table tennis bats and balls so please bring any other sports equipment that you'd like to use. For example, footballs, badminton racquets, volleyballs.
- Buckets and spades to use in the sand pit
- Your own hairdryer
- Your own clothes pegs for hanging out washing

Finally, please bring the usual Covid protection kit you've been using at home. This could include masks, wipes, hand sanitiser etc. These will be useful when you're at Wood Farm and also when you're out and about for the day.