



Dear Guest,

We're looking forward to welcoming you to Wood Farm. **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: board games and jigsaws.
- **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!

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.
- **The Map Room** is open on Monday morning from 9am to help you plan your week. Let us know if you want to use it at other times. There is a hand sanitising station on the wall outside.
- **The Laundry Room is open.** One person/family can use the room at a time.
- **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 is open, but if you want to play pool, just let us know and we will provide you with cues and chalk. 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, Valais sheep 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 time we need to complete our established cleaning regime. **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 please go straight there. We will do our best to be around to say hello and answer any questions.
3. **Following Government guidance and legislation.** Should any new legislation be reintroduced between your booking and arrival, we ask that you adhere to all guidelines and legislation.
4. **Using the shared play and games facilities.** In order to keep these facilities open safely 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 9.30 am** on your day of departure to give us an extra half 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

Finally, and most importantly, enjoy and have fun!