

## Layhead Farm Cottages – Policy for COVID-19 - Update

March/April 2020

As you will all be aware in the UK we are all in the position of lock down. As from 23 March 2020 the Government directed people that they must stay at home apart from essential travel, and they also issued further guidance to businesses and premises to close, which covers accommodation businesses. Therefore, at present the cottages are closed. . **If you currently have a booking that you need to cancel please refer to the policy outlined below. Please contact me (Rosemary) on [rosehyslop@layhead.co.uk](mailto:rosehyslop@layhead.co.uk) or 01729 840234 if you would like me to talk you through anything.**

If you would like more detailed information about COVID-19 please go to the [Government webpages](#).

### Layhead Farm Cottages Housekeeping policy – COVID-19 March 2020

We always clean the cottages to an excellent standard, but during this time we will also do the following:

1. Wash all laundry at the standard 120 -140F which is the recommended temperature to kill bacteria.
2. Provide all staff with disposable gloves, anti-bacterial cleaning spray, which they will use on all kitchen surfaces, bathrooms, and other specific areas which are frequently used such as light switches, bannister rails etc.
3. Provide all cottages with hand soap and anti-bacterial hand wash.

### Layhead Farm Cottages Booking Cancellations – COVID-19 March 2020

Please be aware that:

#### If you have paid your deposit only

We don't charge a cancellation fee, however, as stated in the standard Terms & Conditions outlined below and [on our website](#) - when a holiday is cancelled, the deposit is forfeited.

#### If you have made full payment

We don't charge a cancellation fee, however, as stated in the standard Terms & Conditions outlined below and [on our website](#) - on cancelling a booking less than 4 prior to the holiday you would normally be liable for the balance owing. In these current circumstances, whilst COVID-19 is ongoing, we are willing to allow guests to postpone until later in 2020 (apart from during Christmas and New Year 20/21 period when we already have several bookings). Please contact Rosemary on [rosehyslop@layhead.co.uk](mailto:rosehyslop@layhead.co.uk) to discuss this matter further.

### Layhead Farm Cottages - Standard Terms & Conditions

1. A deposit is payable on booking. It is advisable to telephone or email to check availability of the dates required before sending your deposit. We will then reserve the dates for you for one week, but we must receive the deposit within that time. On receipt of the deposit we will confirm the booking.
2. The balance is due eight weeks before the holiday commences.
3. The maximum number of people to be accommodated overnight in each cottage is stated on the website and in the brochure and must not be exceeded.
4. Please telephone or email the owners a couple of days before arrival to arrange for the collection of the key.
5. The accommodation is available from 3pm on the first day of the holiday and visitors are asked not to arrive at the cottage before that time, unless by prior arrangement with the owners. Visitors are requested to vacate the cottage by 10am on the day of departure.
6. Holiday cancellations must be received in writing and will be acknowledged immediately.
7. When a holiday is cancelled, the deposit is forfeited. However if cancellation is less than four weeks prior to the holiday, the visitor is liable for the balance owing, unless the cottage is re-let. Insurance forms to cover you for this are sent out with the confirmation of booking - please do use them.
8. Visitors are requested to keep the cottage and all fixtures and fittings in the same condition as at the commencement of the holiday. Visitors are also asked to keep the cottage clean and tidy and to report any breakages or damage to the owners. All breakages and damage must be paid for.