



Farmstead Glamping

Additional measures due to the Covid-19 Pandemic

As we prepare to (hopefully) open again in the Summer we have compiled a list of measure that we have put in place so that we are able to welcome guest safely to Farmstead Glamping.

Cleaning

We have introduced additional measures to our already stringent cleaning protocols. This includes

- All cleaning is done with Antibacterial cleaners
- All touch areas, such as light switches, door handles, toilet flush, work tops, keys etc will be disinfected following the guidelines set out by the Government
- All eating equipment (plates, mugs etc) is put through the dishwasher between guests
- All bed linen, towels, mattress and pillow protectors are laundered at a high temperature. Guest are welcome to bring their own bedding if they prefer (please notify us prior to arrival).
- Separate cleaning boxes will be used between our different accommodations

Staff

- The member of the team cleaning our spaces will have checked their temperature prior to commencing work and signed the cleaning check list to state that they are fit and well.
- PPE will be worn during cleaning and changed between accommodation spaces
- The team will follow Public Health England guidelines for cleaning hands through the change over process.
- No staff will access your accommodation during your stay.
- If for any reason you need to see a member of staff in person social distancing will be maintained and a mask worn by the member of staff.

Additional Measures

- Antibacterial hand wash and kitchen spray is provided for guest use.
- A hand sanitiser at the entrance to your accommodation.
- Soft furnishings such as cushions and throws have been removed from the huts.
- High frequency touch items such as information booklets and takeaway menus have been removed from our accommodations

- A guest portal has been set up on the website. It contains copies of all information missing from the huts and much much more! It is still under development but details along with the password will be sent to all guests shortly.
- Self-check in and self- out
- Open gate policy. We will be leaving the gate to the car park open to avoid multiple people touching it
- Tea, coffee, sugar and hot chocolate supplies are changes for fresh between guests.
- We use *who gives a crap* toilet paper, which comes individually wrapped. This will be left wrapped for you! If you require another during your stay, please let us know.

Guests

There are a few thing that we need our guests to do to help us ensure a safe environment for all.

Prior to your stay

- Please log in to the guest information portal and familiarise yourselves with all the information provided (details to be sent to guests soon)
- Whilst on the portal please fill out our Stay Safe Charter
- Please keep an eye out for symptoms prior to travelling to Farmstead glamping. If you have symptoms you must self-isolate at home as per the guidelines set out by the government. In this instance you're stay will be rearranged or refunded according to availability. We kindly ask that you let us know as soon as possible so that we might be able to offer the dates to someone on our waiting list

During your stay

- Please note that we have moved the check in to 4pm to allow for the additional cleaning measures. If you arrive before this time your accommodation may not be ready for you.
- There is a hand sanitiser under the sign to your hut in the carpark. Please use this each time you leave or arrive back on site, eg. When going for a walk.
- Please abide by social distancing rules during your stay

Before you leave

We kindly ask that you help us out by doing a couple of things before you leave:

- Under the bed you will find a large cotton bag/duvet. Please place all items to be laundered in this (bed linen, pillow and mattress protectors, towels and tea clothes)
- Also under the bed is a plastic container, please place all plates etc in there so they can go through the dishwasher)
- If you have used the hot tub, please could you open the tap valve at the bottom so that it starts draining
- Please leave doors and windows open.

After you leave

- Please notify us if you develop symptoms up to 14 days after your departure

The Environment

We acknowledge that some of the measures that we have had to implement to protect everyone's safety go against our ongoing policies for sustainability. Where possible PPE will be fabric that is washed between uses.

We will not be using antibacterial wipes and will continue to use reusable fabric cloths.

Please note that this document was compiled on the 10th June 2020. The above protocols are under constant review and may be subject to future amendments to comply with any guidelines that the Government publishes for accommodation providers.