

## **Guest Charter**

**Dear guest**

### **Our commitment to ensure you have a great and most importantly safe stay at Forest Barn Holidays**

Firstly, we are ensuring that all our properties are cleaned and sanitised to the Covid Ready Guidelines from PASC UK, the AA and Visit England. We are working to a Risk Assessment which covers all aspects of our business and this can be seen on demand, and is also available on our website at <https://www.forestbarnholidays.co.uk/covid-secure>.

We are gathering all the information we can about where you can go out to eat, as booking in advance may be critical, as there may be limited capacity at Restaurants and Pubs and many Take-Aways work with advance orders to allocate collection slots. This will be sent to you in regular updates prior to your arrival as more businesses re-open. We will include attractions as well.

Our Games Room and Under 5's play rooms are closed so during fine weather, we will take the Table-Tennis table and table football outside and provide a cleaning station for you to wipe the table and handles before and after use. We ask you to bring or acquire your own table tennis bats and balls. All board games etc. have been moved from the properties to the games room and will be available upon request.

We will provide a Covid-Care-Kit comprising hand sanitizer, anti-viral surface wipes, individually wrapped masks and gloves. Useful for guests when they go out or to the supermarket etc.. An anti-virus cleaning spray and cloth will be in each property, for guest use.

We have put all the information about the property online in our ***I Wish I'd Known That Book*** accessed via our Guest Login service and has been sent in advance by email.

### **The Common Play areas.**

The children swings and slide will be open with a sanitising station close by and our 40 acres of woodland with 800 acres of Forest of Dean countryside on your doorstep will still be available for you to roam and play freely, in a socially distanced way.

We would ask that you minimise requests for us to enter the building during your stay. If, for example, an appliance is not working as expected, we will endeavour to resolve the issue over the phone in the first instance.

Our contact numbers are, Geoff on 07879 401009 and Lynda 07759 016464.

We will pretty much mostly be around, in the office. So, during the day if you need us just call at the office door and we'll be there to answer your questions.

On arrival, the cottages will be open and ready for you and the sanitised keys will be in the

cottage door lock. Please try not to arrive before 1600 hours to ensure that we can complete the enhanced cleaning under the cleaning protocols above.

**What we are asking you to do to help us ensure that you have a safe and enjoyable holiday.**

Please do not arrive before check-in time 4pm to eliminate chance of meeting cleaners.

We ask that you socially distance from other guests please, especially relevant with small children.

Be rigorous in following social distancing when out in public.

Please visit our Guest Login service on our website: [www.forestbarnholidays.co.uk](http://www.forestbarnholidays.co.uk) and provide: name, telephone number and email address of everyone in the party, so we can pass this onto the NHS Track and Trace if it should become necessary. This information will not be used for any other purpose and deleted 21 days after your visit. This must be provided at the point of arrival or beforehand. To do this you simply need your booking number and email address associated with the booking to register. Register first [here](#). Login [here](#).

If you show any signs of having the virus then you must immediately get tested by contacting <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>. The result must be shown to us. If positive, you will need to leave. If that is not possible and you have to self-isolate at the property, then regrettably you will have to pay for all subsequent bookings which have to be cancelled as a result!

We have HMG guidelines that only two households (which can include a bubble) can holiday together in July. We are unable to police this and ask therefore that you risk assess your own party and decide for yourself if your group is appropriate.

Remember the best way to stay safe is to regularly wash hands thoroughly.

**Finally, these measures on Departure Day will greatly assist!**

For safety reasons we would all appreciate if prior to departure you could:

- Open all the doors and windows
- strip all beds leaving protectors in place and fill into zipped laundry bags provided.
- Include all towels, hot tub towels, robes and tea towels (inc all unused) into laundry bags provided
- Bring the laundry as near to the entrance door as possible please
- Load the dishwasher with as much crockery as possible and turn it on
- Leave key in the door

Thank you and we look forward to welcoming you.