

COVID19 - GUEST FAQ'S

We are delighted that the Government have announced that holidaymakers can stay in self-catering holiday properties again.

We have put measures in place to ensure you can have a safe and enjoyable holiday, to read more about this, visit our [Covid-19 page](#). Furthermore, you can book without worrying about what may happen in the event of further restrictions **Book with confidence**

You can find the answers to other Frequently Asked Questions below:

Will it be safe to stay in your cottages?

We're taking extra measures to ensure you have a safe and enjoyable stay see our [Safety-First](#) info.

What happens if there is another lockdown? Or if I have to cancel due to coronavirus?

All new bookings for dates after August 1st 2020 are now covered by Master Cancel, our flexible cancellation policy which allows you to cancel for any reason between 60 days and 2 days before your holiday and receive a full refund. If your booking does not qualify you for Master Cancel insurance our usual Terms and Conditions apply. If you or a member of your party is on the NHS SPL list, or your area has returned to local lockdown or if you or anyone in your party have contacted Covid-19 and you are in compulsory quarantine we will refund your monies or agree to transfer your dates and issue a credit note.

Is there any flexibility whatsoever on check-in, check-out time?

We are sorry check out is strictly by **9.00am** and arrival strictly after **5.00pm**.

This is part of our Health & Safety Covid-19 protocols. We require extra time to complete a double clean and sanitisation of the property between guests. Guests are not permitted to enter the cottage if staff are still cleaning or if the cleaning process has not been completed. We will not permit guests to site before 5.00pm. We do not have a shared emergency toilet on site.

Can I have visitors to my cottage?

Sorry at this time no, only guests who are registered with us are permitted on site. We are required to collect names and telephone numbers of everybody working or staying on site. We are conscious that we have a responsibility to all of our guests to restrict the numbers of people coming and going on site.

When is the pool likely to be open?

Our pool is due to open on July 25. We have been heating & circulating the water in our pool throughout lockdown, to maintain safe water quality.

How will the pool be managed once you are allowed to open?

Guests will have access to the pool between 7.00am – 7.00pm during July August and September. Guests will be allocated private swim slots on a rotational basis. We will ask guests to adopt a beach style 'turn up and swim' or arriving ready to swim. The changing rooms will be closed and we will ask you change in your cottage and leave your shoes outside of the pool door. Allocated pool times cannot be shared with other households. The pool will be closed on a Friday for deep cleaning. It will not be available either side of arrival or departure. Guests who are staying for two weeks will be allocated a swim time during the day.

What if I arrive early or cleaning is not completed?

Please do to arrive to site before 5.00pm. You will be asked to remain in your car whilst cleaning is completed and our team have left the property. Sorry, we cannot provide emergency bathroom facilities.

How will I find my cottage?

You will have been sent a map of our site clearly showing the location of our cottages, car parking and facilities. Please stick to your allocated areas unless accessing the facilities. Please exercise social distancing when coming and going from the site for everyone's safety and security.

What will I need to bring for my stay?

We provide a starter housekeeping box. However, you will need additional supplies as you would use at home. We will not leave anything in the cottage from a previous guest stay or any shared use items.

- Please bring face masks, PPE that you would use at home and when out and about.
- Please bring black rubbish sacks for the disposal of your household waste: paper towels, gloves, masks etc wipes, nappies etc. Additional toilet rolls, disposable gloves, hand sanitiser, handwash, soap antibac wipes etc. tin foil, kitchen roll. Please do not bring bleach as we have a septic tank system. Zoflora multi use disinfectant and Milton are safe and effective to use.
- We provide guests with a multi-purpose cleaner from Delphis Eco and some Zoflora disinfectant along with paper towels and washable cloths.
- Household food staples: milk, tea, coffee, salt & pepper, olive oil spices etc. Bottled water for infants under 6 months.
- Tennis racquets & balls.
- For the pool please bring slides, crocs or flip flops to wear to and from your cottage and leave outside the door to the pool. A dressing gown or wrap to wear over your costume for a 'beach style turn up and swim' Towels for use in the pool. Splash-

About Happy Nappy Swim Nappy neoprene nappies for infants and young toddlers. Available from Amazon.

- Baby change mat, mattress for travel cot – Red Kite sleight size 95 x 64 cm, cot bedding.
- Children's books, toys, DVD's.

Will there be children's toys or games in the cottages?

We have removed all high touch items and shared use items from the cottages. Including toys and board games.

Will the communal play space be open?

Yes – use is restricted to 2 households max at any one time. 1 parent per family for children in the space, no food or drink. Children must be supervised and social distancing and hand sanitising essential. Families can use the space at their own risk. Each cottage will have access to the space via a private gate. The space is visible from all cottages except Coot and End Cottage.

Will the shared games room be open?

No. We have been advised to close indoor shared areas which would not be Covid secure during shared use. We do not have staff onsite to monitor the space.

Will the tennis courts be open?

Yes, please bring your own racquets and balls as we cannot provide shared use equipment.

Will the Bike shed be available?

No, as it is a shared indoor space which cannot be monitored. Guests are welcome to use the relocated the bike racks into the 3 courtyards please bring a cycle lock to secure cycles at night

Are there local places open for refreshment and facilities close by?

Please check info for our local pub with lovely garden 10 mins away <https://www.sculthorpemillnorfolk.com/> and local café and farm shop 25 mins away <https://www.creakeabbey.co.uk/>

What happens if I, or a member of my party falls ill and we have to self-isolate at the property?

People staying in accommodation that have symptoms of coronavirus (COVID-19)

If anyone in your party is displaying [signs of the coronavirus \(COVID-19\) virus](#) while staying at Cranmer Country Cottages you should inform Lynne & John Johnson immediately, self-isolate where you are to minimise any risk of transmission, and request a test. If you are

confirmed to have coronavirus (COVID-19), you should return home if you reasonably can. You should only drive if you can do so safely. If you cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), your circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

We will discuss next steps with you as soon as possible. If you are unable to return home you would have to arrange food deliveries to bring food to your cottage and you should clean your own rooms and strip your own beds. All guests in the property must remain in isolation and not come into contact with staff or other guests. Children must be kept indoors away from other guests.

You will be expected to pay all costs for the additional dates of your stay, and any forward bookings cancelled due to your occupancy, including 72 hours for the cottage to remain empty after your departure. We will charge for a professional deep clean and any bedding items which need to be destroyed.

Guests should follow government [guidance on dealing with possible or confirmed coronavirus (COVID-19) infection]

(<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>).

Once the guest and their family or group has finished the [required self-isolation period](#) and is no longer symptomatic, they should return to their main residence and continue to follow the government guidance on [self-isolation](#), [household isolation](#) and [social distancing](#).

Where can I find out more information about Coronavirus?

To find out more about Coronavirus and read the most recent advice from our Government, we would advise you to visit: <https://www.gov.uk/coronavirus>

General FAQ's:

Can I organise a Supermarket delivery?

Yes. It would be a good idea to organise this well in advance of your stay. Please give the driver the name of your property & postcode NR21 9HY. Please arrange the delivery to arrive after you do and after 5.00pm. We will not allow entry to the cottage if you are not on site and we will have nowhere to store your delivery. One delivery driver at a time will be allowed to enter the main site so there may be a queuing system.

Where is the nearest Supermarket?

Tesco in Fakenham - Fakenham Rd, Drayton, Norwich NR8 6PT
Morrisons Fakenham - Clipbush Ln, Fakenham NR21 8SW

What baby/child items will still be available in the cottage?

All supplementary high touch items have been removed including toys and baby equipment. We will provide a Red Kite travel cot and high chair, however we will not be able to provide a supplementary cot mattress. (*Our red kite travel cot takes a mattress size of 94 x 64cm*). We will provide some plastic crockery & cutlery which will go through the dishwasher. We will provide a bath mat on request.

Will there be a coffee machine in the cottage?

Nespresso coffee machines are available in Swallow Avocet and Garden House. All cottages have a cafetiere.

Is the BBQ and Garden furniture present in the outside space?

We will continue to provide a barbecue, please bring your own tools and lighting kit. All cottages will have garden furniture.

Can you provide a meal to be heated up in the oven?

We are unable to provide oven to table meals at this time. These can be purchased from the Walsingham Farms shop <https://www.walsingham.co/products-and-services/>

Can I book cycle hire for my stay?

Yes. Please visit <https://www.norfolkcyclehire.co.uk/>

You can find out about local cycle routes here:

<http://www.norfolkcoastaonb.org.uk/partnership/norfolk-coast-cycleway/388>

Local loop to us - Explorer 5 Walsingham loop and the Holkham circuit

<http://www.norfolkcoastaonb.org.uk/partnership/walsingham-loop/652>

<https://www.sustrans.org.uk/find-a-route-on-the-national-cycle-network/wells-and-holkham-circuit/>

Can I book a local ferry trip to see the seals?

An update from Bishops Boats seal trips:

“We are looking forward to starting our Seal trips this year on the 8th of July, but with an extremely limited capacity of 12 people only per boat (normally 50 & 43 people), so you will need to book in advance, extra trips will be added where the tides allow. The only way to keep the business economically viable and retain employment is to charge £13 per person regardless of age. Private charters will also be available. We will be taking all bookings in advance by telephone and it is essential that you visit our website first at www.bishopsboats.co.uk so that you can see the latest safety requirements regarding your booking and covid-19”.

Which attractions, pubs & restaurants will be open and will I have to book in advance?

Yes, you will need to book in advance of your stay please find info at

<https://www.visitnorthnorfolk.com/see-and-do/attractions.aspx>

Do you have a car charging point?

Sorry we do not have a car charging point yet. We have a restricted rural 2 phase electricity supply at Home Farm. We do have a meter and socket which can be plugged in and will charge your car and advise of the additional cost charged at 20p per kWh. Please arrange the loan of this before you come to stay.

Where is the nearest Doctors Surgery?

Fakenham Medical Practice - Meditrina House, Trinity Road, Fakenham NR21 8SY – Closes at 6.30pm

Where is the nearest Hospital?

Gayton Rd, King's Lynn PE30 4ET