

COVID19 – GUEST FAQ'S

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?

If you need to cancel your stay at Cranmer Country Cottages please [contact us](#) in writing. [Read our Covid Refund Guarantee](#)

Can I still book a holiday with you if my local area is in, or about to be placed in Tier 3 lockdown?

We are unable to accept bookings from guests travelling to stay with us if you are travelling from, or live in Tier 3 or above lockdown area. Travel to and from these areas is restricted to necessary travel only.

What happens if my area goes into Tier Three lockdown?

You should contact us immediately to cancel, or rearrange the dates for your stay with us.

What can I expect when I arrive at the property?

The key will have been left in the key-box and the security code sent to you. All beds will be made with freshly laundered linen, mattress, duvet and pillow protectors. Towels will be available for use in the bathrooms. You will find crockery, cutlery and glasses in the dishwasher – they will have been washed on 60 degrees setting and sterilised for your use. The amount of crockery and cutlery we provide has been reduced to allow us to run everything through the dishwasher or wash by hand. All pans and cooking utensils will have been washed in hot soapy water. High touch items, décor cushions throw's etc have been removed. The property will have been thoroughly cleaned, disinfected and misted using Viricidal Covid-Guard .

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**. We do understand that many of our guests have young children, however, 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 whilst rule of 6 restrictions remains in place 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.

Can I book 2 neighbouring cottages and socialise with friends outside during the new Rule of 6?

Sorry we cannot permit socialising between cottages or overnight stays of more than 2 households of max 6 people per group in our properties under the current rules (18/03/2021). Therefore, Owl's Roost, Swallows Nest, The Eco barn or End Cottage cannot be booked for this purpose. The individual properties are available to be booked separately. Please do not ask us to unlock the communicating doors once you arrive as this will be outside of the legal rules & restrictions. Our normal group bookings will be resumed once the rules are lifted.

Is the shared play area open?

The shared play area is open and we ask guests to follow the current social distancing rules when using the space. Each cottage has its own private fenced garden area. Please supervise young children when they are playing outside.

Is the pool open?

Our pool opened on July 25. We have been heating & circulating the water and fresh air in the pool and pool building throughout lockdown, to maintain safe air & water quality. Cleaning is carried out on a regular basis.

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

Guests will have access to the pool between 7.00am – 7.30pm see the pool timetable for details. 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 inside the pool lobby. 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 flexi swim time during the day.

Can I change my allocated swim time?

The pool timetable has been designed to ensure that every cottage has a combination of popular times and less popular times. To be fair to everyone it is not possible to swap the times around. If we are not fully booked during your stay, we can look at allocating the unused times, however we will not be able to do this until 24 hours prior to your arrival.

When will the games room be open?

Our shared games room is currently closed. We will review this in line with government advice. The games Room should be open by 21 June.

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.
- If our shared laundry is closed during your stay please bring extra clothes for your family.
- 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 sleeptight size 95 x 64 cm, cot bedding.
- Children's books, toys, DVD's.

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

All supplementary high touch items have been removed including board games, 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.

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

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>
[Click here for more FAQs](#)