

In response to the Covid 19 pandemic, new protocols have been introduced to ensure the safety of our guests and our staff.

- In line with the guidelines provided by the trade association PASC UK we have conducted a detailed Risk Assessment to ensure the safety of our guests and staff.
- We will continually review our Risk Assessment to take into account any changes in guidelines or legislation.

The Duchy takes great pride in the quality of its housekeeping and always seeks to present the properties to the highest standards of hygiene and cleanliness. However, a range of additional specific measures have been introduced in the current circumstances.

Cleaning protocols

- Management have completed training in Covid-19 Holiday Let Cleaning Protocols and in-house training have been undertaken with our housekeeping team on standards as defined in our cleaning protocol and checklist.
- During each changeover, we will adopt a strict two-phase, deep clean, and disinfection regime which follows industry-standard cleaning protocols.
- Safe and effective disinfectant and cleaning solutions will be used during the cleaning process. These comply with European standards EN1276 and EN14476.
- We will wear appropriate PPE during the cleaning regime and use a cleaning checklist for quality assurance and verification. The completed cleaning checklist will be checked by management.
- We provide appropriate cleaning materials within the property for you to use during your stay.
- We will not be able to offer refreshes for multiple week stays, any usual topped up consumables will be left on arrival with a change of linen and towels. Please leave dirty linen and towels outside to be collected on the seventh day of your stay. If you are staying or book multiple weeks a deduction or refund of £60 will be made two weeks before your arrival.
- We have been advised to remove as many non-essential items as possible from the cottages. This means that some decorative cushions and throws, ornaments, paper information leaflets, toys, games, DVD'S, etc. have been removed. Where possible, we would advise you to bring alternative entertainment with you. We have also removed some non-essential kitchen consumables such as kitchen foil and Clingfilm.
- We have opened the swimming pool at Restormel Manor and are following government guidelines. We are operating a booking system and bookings can be made in the week leading up to your stay. The holiday cottage team will contact you with more details and we ask that bookings are not requested before this.

In order for the pool to open safely to the government guidelines we have had to adopt a new range of measures, we ask that you please bear with us.

- The games room at Restormel Manor will also remain closed until further notice.
- The tennis courts at Restormel remain open, guests are asked to bring their own equipment.

Should you have any further questions, please email holidays@duchyofcornwall.org