

## Guidance for Guests

### COVID-19

The purpose of these guidelines is to inform all our guests of how we are responding to the challenges posed by COVID-19 and how we will operate.

#### **Arrival**

The properties at Maenporth are privately owned and various lettings agents operate on behalf of the owners.

Your letting agent will provide you with the relevant arrival information prior to your stay at Maenporth. This should include the front entrance barrier code as well as the key code for your property.

All guests must register their arrival at Maenporth via our online check-in. This ensures we are aware of the guests on site in case of an emergency.

We would also recommend that you make any advanced bookings for activities and local attractions.

For any guests who have been unable to use the online check-in facility, our reception staff will happily take the necessary details for registration.

Please note we are currently operating a cashless payment system and therefore unfortunately will not be able to take payment by cheque or cash.

#### **Face Masks**

All guests to Maenporth, with a few exceptions noted below, are required by law to wear face masks in all indoor public areas at all times.

One exception to this is that face masks may be removed when guests sit down at a table in the coffee lounge to eat or drink.

This new law does not apply to children under 11 or those with a medical or other government recognised exemption.

For clarification, this applies in the Reception, Leisure Centre and all communal areas in properties.

#### **Social Distancing**

We would like to remind all our guests and staff that we will be conforming to the official government guidelines with regards to social distancing.

We are all required to maintain a minimum of 2 metres whenever we can or 1 metre if not. This is very important in preventing the spread of COVID-19.

Other suitable precautions include the following:

- Limit the number of people or households that you come into contact with.
- Meet people outdoors, rather than indoors
- Keep interactions brief
- Wear a face covering in the indoor public areas, on public transport, in shops or other crowded indoor environments

- Sit/stand side by side or behind other people, rather than facing them
- Increase ventilation

### **Hygiene Procedures**

We have increased the frequency of our cleaning routines at Maenporth. Staff are frequently cleaning and disinfecting objects and surfaces that are touched regularly.

The pool area is cleaned after each session.

Hand sanitiser has been provided in all public areas.

### **Covid guidance**

If you are symptomatic, or a member of your household is symptomatic, we must ask you not to travel to Maenporth.

Whilst staying at Maenporth, if you suspect you or one of your party may have symptoms of Coronavirus, please follow the government guidance and you must follow these steps:

- The guest showing symptoms must either stay in or return to their property immediately and remain there in self isolation
- If they have not already done so, the individual showing symptoms must call NHS 111 immediately from their mobile or call 999 in the case of an emergency (i.e. if they are seriously ill, have breathing difficulties, are injured or their life is at risk) and outline their current symptoms.
- Whilst they wait for advice from NHS 111, they will remain in isolation from other people.
- Any incident will be reported to the reception immediately, who will call Public Health England to advise them of the situation and seek advice and guidance. All incidents are reportable.
- We will then await to be advised by Public Health England as to what we do next and what steps need to be taken.
- Immediately upon receiving official advice and guidance, all guests and staff will be advised of what action needs to be taken. This communication will be taken as quickly as possible, once confirmed guidance has been received from PHE.
- We will need to find out who the person has been in close contact with and where they have been and what they have touched or might have touched.
- Any guest who has symptoms of COVID-19 will be required to leave Maenporth and return home as soon as possible.