

## COVID19 – GUEST INFORMATION

*The information below is correct at time of publishing, Monday 12<sup>th</sup> April 2021.*

Below is a guide which should answer any queries you might have. Should you find your specific query is not answered, please email [enquiries@fynnvalleyholidays.co.uk](mailto:enquiries@fynnvalleyholidays.co.uk).

Our role is to make sure that you, our guests, feel reassured, happy and know exactly where you stand with regards to your upcoming stay at Fynn Valley Holidays or a potential booking you may wish to make.

**Should the Government implement a future lockdown, what happens then?** We sincerely hope this doesn't happen, as we know how much you're looking forward to a relaxing holiday in Suffolk! However, should a future travel ban be imposed, you would need to check with your travel insurance to see if you would be covered. If not, we would try to be flexible by transferring your booking to alternative dates where possible. This may result in you having to pay additional charges for dates at a different rate. If the transferred booking dates are cheaper, no refund will be given. Any payment already made by you will be transferred to these new dates. If you do not wish to move your booking to alternative dates in the future, we will offer a refund.

**What happens if I need to cancel my holiday because I catch Coronavirus?** Again, we sincerely hope this does not happen! In the event it does, check your travel insurance as to whether this would be covered. If you are not covered by your own insurance, we would be happy to offer a change of dates, subject to availability & payment of the difference of any increase in rental charge as a result. We may request proof that you have been infected before we move any booking.

**What happens if the Government reintroduces the Tier system?** Should the Government's Tier System be reinstated, you will be governed by the Tier your home postcode falls under. If this means that you are not allowed to travel from your area, we will offer to either transfer your dates or a full refund. If our accommodations falls under a higher restricted area and you are not allowed to visit, we will again offer to transfer your booking to alternative dates, or offer a full refund.

**What happens if either I or a member of my booking party feel ill just before my stay?** If you are planning on visiting, or have an imminent stay booked and you or any of your party are showing the symptoms of coronavirus (for example, a high temperature, a new, continuous cough), **we please politely ask that you do not visit**. Please contact us as soon as possible in this instance to let us know.

**What happens if either I or a member of my booking party feel ill during my stay?** If you or any of your party start to show any of the symptoms of coronavirus (for example, a high temperature, a new, continuous cough), we request that you vacate your property as soon as possible and travel straight home, unless you are too ill to travel. You should call NHS 111 and advise Fynn Valley Holidays of the situation immediately.

### **What happens if a guest before you falls ill with Covid-19 whilst staying with us?**

In the event that we have a guest staying who falls ill with Covid-19 during their stay, there is a possibility that they will have to self-isolate with us. In this situation, the lodge may not be available for guests who have booked for arrival during this 14-day period. If your booking is one that is affected in this circumstance, we will contact you as soon as possible to advise you. If we are not able to offer you an alternative lodge, then we will offer to move your booking to a later date or offer a full refund. Whilst we appreciate that this will be an exceptionally disappointing scenario, this would be circumstances beyond our control.

### **What happens if I want to cancel because I am worried about catching Covid-19?**

With the amount of press and media coverage, we can understand apprehension to travel due to the possibility of coming into contact with Covid-19. However, our lodges are situated in a very quiet & peaceful location and as self-catering accommodation, provide the perfect environment for social distancing. We are now offering self-check-in, so you don't need to come into Reception on arrival. If there are no legal reasons why you cannot travel, but you chose to cancel, you will not be refunded, and it is unlikely you will be covered by your travel insurance.

### **What are we doing to ensure properties have been cleaned appropriately between guests?**

One thing we have always prided ourselves on is the cleanliness of our lodges and that does not change because of external factors. Our housekeeping team have been briefed with additional measures suggested by the industry and additional practises have been put into place. For further peace of mind, we will also be using a specialist shield surface sanitiser fog on both interior and exterior furnishings. This is not only scientifically proven to kill 99.99% of germs, but also provides an anti-microbial layer that lasts up to 30 days on surfaces. The 30-day protection is guaranteed to inhibit the growth of bacteria and eliminate pathogens. This ensures extra long-term germ protection and does not wash off during cleaning procedures. However, whilst we are doing everything in our power to offer the very best protection to both guests and staff, we cannot and do not guarantee properties are free from infection. As standard, all properties are cleaned and maintained to a very high standard and these will be maintained going forward.

In order to carry out the above & ensure your peace of mind, we politely request that you do not arrive to your lodge before our 4pm check in time.

### **Can I catch Covid-19 from a Hot Tub?**

The short answer is NO, you cannot get Covid-19 from properly sanitised hot tub water (ours are sanitised with bromine). The new CDC report states that *"There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19"*. You could still however catch it from any infected people using the tub with you – particularly if they are coughing or sneezing on you. Just like the flu or the common cold, Covid-19 is an airborne transmitted disease. However, it cannot survive in chlorinated or brominated water. In other words, the water in the hot tub will not harbour the virus, it will kill it.