

Covid-19 information and amendments to our terms and conditions

Our industry has been working hard for the past few weeks trying to come up with policies that will enable our guests to have a fabulous experience, whilst providing us all with as much protection as possible.

What has become clear is that there is a fine line between providing a Covid-19 virus-free environment and maintaining a comfortable holiday property. With that in mind, here are the changes we will be making. These plans may change over time as new information comes to light, or new legislation is imposed, but we will be keeping you updated as and when things develop.

Cleaning and house preparation policy

Crockery and Cutlery: We will supply as much of a set of everything that will go through a hot wash in the dishwasher and left there, so that you will know that these items are completely safe to use. Crockery and cutlery will be reduced to a minimum to ensure each set of guests have a clean and safe set, but extra items will be available on request.

TV: The TV and remote controls will be cleaned down with anti-viral cleaner between every set of guests.

Standard cleaning: Our cleaning will remain at our normal high standard, with the addition of any hard surfaces being cleaned with an anti-viral cleaner. We will also leave an anti-viral spray in the property for your use, should you want to clean any surfaces yourself during your stay.

Non-essentials:

We have decided to categorise items into “must-haves” and “nice-to-haves” (which we think of as anything that may be a high-touch item:- board games, decorative cushions on beds, maps, books, etc.)

Therefore, we will be removing all 'nice-to-haves', but they will still be available to you, sanitised, on request. This is not about stripping our cottages back to bare walls and floors, but about taking reasonable steps to reduce the risk of the virus passing on through contact with non-essential high touch objects and reducing the cleaning time during changeovers.

Soft Furnishings:

Sofas, throws, quilts and pillows – All scientific evidence thus far indicates that Covid-19 cannot live on fabric for more than a few hours. Therefore, we have decided that we will be leaving all soft furnishings in situ. If you would like items removed, we can do so, but please let us know in advance.

All soft furnishings will be sprayed down with an anti-virus spray. This includes pillows, cushions, mattresses, sofas, and seat covers.

Bedding: All our duvet covers, sheets, pillowcases, towels, bathmats, and tea towels are cleaned between guests and we have 3 sets of everything. This means that the set in your cottage will have been washed at least 72 hours prior to your arrival.

However, you have the option to bring your own bedding, pillows, duvets, or towels. If this is what you would like to do, please let us know at least a week prior to the start of your holiday.

There will be fresh mattress and pillow protectors on all the beds, and these must remain on the beds, regardless of any bedding you bring yourselves. You're welcome to put your own protectors over the top of ours if you prefer.

Check-in and check-out days

To give us more time for the extra cleaning work we will now have to do, we ask that you are aware of our new check in/out times:

Check-in is from 16.30 and check-out is before 10.00.

On departure

We would be grateful if you would open all windows, strip off all beds, and bag up the bedding prior to departure.

Please empty and remove all bins and recycling to the main bin area in the car park.

Payment and Refund Policy

Our standard payment and reservation policy will remain:

A deposit of 30% to reserve your booking with the balance due 8 weeks prior to your holiday date.

However:

Should the government announce another lock-down: we would like to reassure you that you can receive a full refund should your holiday be cancelled, or we will allow transfer to a later date, up to 15 months from the original date, without penalty.

If you change your mind about taking your booked holiday for any reason: No automatic refunds will be made. However, we understand that, especially in the current climate, personal circumstances can change. So, we will try to accommodate your situation and will do all we can to re-book your dates. If we can do so, we will refund as much as we can of your payment less any costs incurred by us. Alternatively, providing you tell us of your change of plan a minimum of 4 weeks before your holiday, you'll be able to defer any payments made in full towards another week of your choice (subject to availability) up to 15 months from your original holiday date.

Covid-19 contraction

Should you suspect you might have contracted, or have come into contact with someone who may have been infected with, Covid-19, or tested positive, in the 2 week period prior to your holiday, you must follow the government guidelines on isolation, and remain at home. If you or a member of your party start to show symptoms of Covid-19 whilst staying at one of our properties, you must advise us and return home immediately. All members of the effected group should take a Covid-19 test as soon as possible thereafter and inform us of the result. Anyone contacted by 'track and trace' should also leave the accommodation immediately. No refund will be given for any time not spent at the accommodation. If for any reason you are unable to do return home immediately, you will need to notify us straight away and pay the rent for any additional time at our property at the relevant daily rate and must pay for any other bookings affected by your need to remain. Guests should follow government guidance on dealing with possible or confirmed Covid-19 infection.

We recommend that all guests take out appropriate travel insurance before arrival.

If we, the owners, must cancel your booking due to forces beyond our control, we will refund all monies paid. If we must end your holiday early, due to forces beyond our control, we will refund the appropriate proportion of the cost of your holiday. In these circumstances, our liability will not extend beyond this and there will be no compensation or expenses paid.

I hope you find the tweaks to our policy reasonable but please contact us should you have any concerns or questions.

Above all, stay safe and we hope to welcome you and your family to Mennabroom soon.

[Please view our full terms and conditions, which should be read in conjunction with the changes discussed on this page](#)