

Important business changes from 4th July 2020

Last update 18/12/2020



1. **Essential information to consider before staying with us**
2. **Arrival and departure times**
 - a) Key collection changes
3. **Important changes to your holiday cottage**
 - a) NHS Track and Trace system
 - b) Presentation of your holiday cottage
4. **During your stay**
 - a) Social distancing in public places
 - b) Face coverings
 - c) Waste disposal
 - d) Contact with third parties
 - e) If you become unwell
5. **Longer bookings**
6. **Before your departure**
7. **Feedback forms**

1. Essential information to consider before staying with us

We're sure you're excited for your holiday however you should familiarise yourself with all Government guidance relating to COVID-19 before you travel. The latest information from the Government can be found [here](#).

If you or any member of your party are key workers we would advise that you take a COVID-19 test before your holiday. If you or a member of your party tests positive for COVID-19 please inform us as soon as possible.

It would be advisable to familiarise yourself with the symptoms of COVID-19 before your holiday. These details and more can be found on the [Government website](#).

If you or anyone within your household are showing symptoms of COVID-19 please ensure that you adhere to the self-isolation guidance and contact us as soon as possible.

If you live in an area with local lockdown restrictions you can still come on holiday however you must socialise indoors with members of your own household or support bubble.

Please ensure you are familiar with the Government's tier system for your own area as well as Suffolk. If you are unsure you can check the [Government website](#) for the most up to date information.

2. Arrival and departure times

We have issued all our cottage owners and housekeepers new guidance in ensuring your holiday cottage is kept as safe and clean as possible between changeovers. The guidance itself has been

Important business changes from 4th July 2020

Last update 18/12/2020



formed by using Public Health England recommendations, advice from Visit England and talking to other businesses within our sector.

In order to allow for additional time for our housekeepers to undertake these additional cleaning tasks we have adjusted our arrival and departure times. The revised times are from 4.30pm onwards for arrivals and departures by 9.30am.

If you have booked a beach hut, the revised arrival time is from 11.00am onwards. Departure time has been kept the same - by 8.00pm on the Friday evening if you collected your keys on a Saturday.

These revised times are in-line with other holiday cottage agencies and we cannot make any exceptions to these times. After all, these additional measures are in place to ensure your safety during your holiday. We thank you for your understanding of this situation.

2a) Key collection changes

Where you have been instructed to collect keys from our office in Southwold:

We have adjusted this process in order to keep our staff safe and to adhere to social distancing guidelines.

There will be a few members of the team working from our Southwold office however please note the office is closed to the public to ensure our staff are kept safe. If you have been instructed to come to the office to collect keys to your holiday cottage, please ensure you respect social distancing measures at all times when approaching our office entrance as you may encounter other guests who are waiting to collect their keys. Please knock on the door and wait for a member of the team to come and greet you. Please be aware you will not be invited into the office even if you are wearing a face covering. Please obtain your keys as quickly as possible in case any other guests are waiting behind you.

Please return your keys to our office by popping them through our letterbox.

Where your holiday property has a keysafe box:

If you have been advised that your property has a keysafe box, please make your way straight to your holiday cottage and collect your keys from the keysafe box. Keys will have been disinfected for your arrival and the keysafe box will have been cleaned.

We advise that you wash your hands in cottage once you have retrieved your keys.

3. Important changes to your holiday cottage

Please ensure you are familiar with all the changes to your holiday cottage below before your holiday start date.

3a) NHS Track and Trace system

Durrants are compliant with the NHS Track and Trace system as recommended by the Government, and we have implemented this system in all our holiday cottages. If you have an electronic device, please download the NHS QR app onto your device before your holiday. If you do not have access to an electronic device, see below*

Important business changes from 4th July 2020

Last update 18/12/2020



Once you have arrived at your holiday cottage, you will see a laminated barcode displayed in the cottage. Please scan the barcode upon arrival. If you are unable to locate the barcode please contact us immediately.

If you come into contact with Coronavirus or anyone in the Track and Trace System whilst you are holidaying with us you will be notified and advised on your device on how to seek help. Please do contact us to let us know if this happens to you. The following [information](#) from Public Health England may also be useful if you are contacted.

*Should you not have an electronic device or do not possess a device compatible with the app, please inform us as soon as possible. We suggest that the lead person on your holiday booking make a note of everyone staying within your holiday group (including children and infants) and either telephone us with the details a few days prior to your holiday or provide us with a handwritten note when you come to collect your keys.

The information you supply us with should include:

- Your booking reference number
- The lead bookers name
- All the names of guests within the holiday group and phone numbers
- The dates you are staying with us.

We will keep these details for a maximum of 14 days after your departure and they will be kept in a sealed envelope. If there is no case of illness or track and trace contact, the information will be destroyed.

3b) Presentation of your holiday cottage

Changes have been made to the presentation of your holiday cottage and any items deemed non-essential have been removed for your safety. These non-essential items include but are not limited to the following:

- Books
- DVD's and CD's
- Tourist information leaflets or non-essential literature (you can collect supplies of these from our office during your stay if needed)
- Board games
- Ornamental objects

If you feel any items are essential to the enjoyment of your holiday we recommend that you bring your own from home to enhance your stay.

The housekeeper of the cottage will leave a small supply of hand sanitiser and disinfectant for use in the cottage itself however we do recommend that you bring additional supplies from home to use when you're out and about.

There will be a good supply of additional essential items at the cottage for your arrival such as hand soap, dishwasher tablets, toilet rolls and dishcloths.

4. During your stay

Important business changes from 4th July 2020

Last update 18/12/2020



4a) Social distancing

There are social distancing measures in place within Southwold town centre to protect all visitors, in particular the High Street is operating a 'kept left' system for pedestrians. Aside from this, there are no different measures to those you will have been practising at home – don't panic. Just continue to adhere to the usual social distancing guidance in shops, supermarkets etc. and always make sure you are carrying a mask with you.

Please be aware social distancing measures also apply to those who have booked beach huts. In line with the Government's guidance on 'The Rule of Six', only a maximum of six guests can use a beach hut at any one time. Please note the six guests must be those within your holiday group and applies to those with family or friends staying in alternative accommodation.

4b) Face Coverings

As per the Government guidelines, a face covering is mandatory when entering shops unless you are medically exempt. If you have forgotten to pack a face covering don't hesitate to ask a member of our team for advice on where you can purchase one.

4c) Waste disposal

Please make sure any used personal items such as tissues, face wipes and disposable masks have been double bagged and disposed of in outside household bin.

4d) Contact with third parties

During your period of hire there will be no contact with any third parties unless absolutely necessary (in an emergency for example) or unless organised by yourselves.

If, for any reason, a third party needs to enter the property during your holiday, such as a plumber needing to undertake an essential repair, please respect social distancing measures at all times or allow the third party entry when the property is vacant. You can leave any instructions either in writing or these can be communicated via Durrants Holiday Cottages by telephone.

4e) If you become unwell

If you or a party member are displaying symptoms of Coronavirus you must follow the Government guidance accordingly. When you contact the NHS's 111 service, please ensure you state that you are staying in a holiday cottage. If you are advised to stay within your holiday cottage we will do our utmost to facilitate this however please be aware you will be liable to pay any additional costs for a longer stay, as well as our administration fees should we need to move any other incoming bookers.

Please contact Durrants Holiday Cottages immediately if you become unwell and are displaying symptoms of COVID-19.

You can find out more about testing in Suffolk using this [link](#).

5. Longer bookings

If your holiday is longer than 7 nights we will be contacting you separately regarding mid-occupancy housekeeping arrangements.

Important business changes from 4th July 2020

Last update 18/12/2020



6. Before your departure

Plastic bags will be provided per bedroom for your used linen and towels to go into. Please can we ask that you strip beds of all linen and protectors, gather your used towels and bath mats and bag these items ready for the housekeeper to remove from the property. This helps reduce the risk of potential transmission to our housekeepers.

If you need any additional plastic bags please contact the team as soon as possible.

If your holiday cottage has a dishwasher, please load and start the dishwasher cycle. If your property does not have a dishwasher, please make sure all used crockery has been cleaned and put away accordingly.

Please make sure that you depart promptly on your day of departure.

7. Feedback forms

Our holiday feedback forms will be presented to you with your keys on the day of your arrival. Please remember to complete the form and return it with your keys through our letterbox on the day of your departure.

If you collected your keys from a key safe box we invite you to submit any feedback you wish to make via email or our website.

We really value your feedback.