



Changes to Trevista – Know Before You Go

In order to keep guests and staff safe and to comply with the AA COVID-19 Confident scheme and the VisitEngland - We're Good to Go - Covid-19 industry standard, we are sorry but some of our facilities will be unavailable to our guests at present. We will still continue to deliver a quality service but in order to keep everyone safe we are unable to offer as wide a range of facilities as we normal do.

Facilities that are now unavailable.

1. *There are no books, DVDs, CDs, or videos available in the lounge.*
2. *The family games normally found in the dining room dresser are now unavailable.*
3. *The childrens toys in the single bedroom are no longer available.*
4. *The buckets and spades and other beach equipment in the garage is no longer available.*
5. *We are unable to provide a welcome pack of tea and coffee etc. and store cupboard essentials.*
6. *We will be providing essential items of cooking equipment, but not our usual extensive range*
7. *We will be providing essential crockery, glasses and knives and forks etc., but not our usual extensive range*
8. *The tumble drier is available, but the clothes airer is not available.*
9. *We are unable to provide the normal cleaning equipment such as the vacuum cleaner etc. normally located in the hall cupboard.*
10. *We are unable to provide the childrens character themed bed linen.*

Sanitation station.

We have provided a sanitation station which is located in front of the cupboard in the hall, for your safety with disinfectant spray and PPE equipment, please **place any used PPE products in the bin provided** which is located by the side of the sanitation station.

General information.

This cupboard in the hall where the vacuum cleaner, and ailer etc. are normally located is now unavailable to guests. We need to store the cleaning teams' specialised equipment in there so they can do a deep clean before each guest arrives, this equipment is **not available** for use by guests.

The tumble drier in the garage is still available for your use, however the rest of the garage is for staff use only. The areas and items taped off are currently unavailable to our guests. Please **keep within the marked corridor** from the garage door to the tumble drier.

Parking.

Guests can **no longer park on the drive**, as it is a shared drive. Please park on the front grass or in the road.

Arrival and departure.

There will be no member of staff at Trevista to provide a meet and greet service, entry will be by the keysafe located in the porch. Guests can **not arrive before 2pm** on the day of arrival and only after it is confirmed that the cleaning team have finished and left the building. This will be confirmed by a text message which will include the combination for the keysafe.

We request that you leave promptly on your departure day **before 10 am**, so that our cleaning team can do a deep clean before the next guests arrive. The cleaning team is not allowed on the premises whilst guests are in residence. Please confirm that you have left by sending a text message.

On departure please place all your bed linen and towels provided for each room in the container provided and put the lid on before you leave.

Changes to bookings.

Because of the extended cleaning regime we are now required to provide between stays the departure and arrival times will have to be strictly adhered to.

- *No short breaks or long weekends.*
- *Minimum 6 nights. i.e. Sunday to Saturday*
- *A guest can not arrive on the same day as another departs.*
- *Payment by card, electronic banking, or Paypal preferred*
- *Bookings only currently being taken by phone or email*

