



Changes to Trevista – Know Before You Go

In order to keep guests and staff safe and to comply with the ongoing 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 still be unavailable to our guests at present. We will still continue to deliver a quality service and are gradually reintroducing facilities when it is safe and appropriate to do so, but in order to keep everyone safe we are still unable to offer as wide a range of facilities as we normal do.

Facilities that are still unavailable.

1. *There are no, DVDs, CDs, or videos available in the lounge but some books are now available.*
2. *The family games normally found in the dining room dresser are still unavailable.*
3. *The childrens toys in the single bedroom are still unavailable.*
4. *The buckets and spades and other beach equipment in the garage are still unavailable.*
5. *We are unable to provide a welcome pack of tea and coffee etc. and store cupboard essentials.*
6. *The full range of cooking equipment is now available.*
7. *The full range of crockery, glasses and knives and forks etc. is now available.*
8. *The tumble drier is currently unavailable, as it has to be replaced.*
9. *We are still unable to provide the normal cleaning equipment such as the vacuum cleaner etc. normally located in the hall cupboard.*
10. *We are still unable to provide the childrens character themed bed linen.*

Sanitation station.

We have provided a sanitation station which is located in the kitchen, 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 currently available for your use, however the rest of the garage is for staff use only. The areas and items taped off are currently still 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 still expected to provide between stays the departure and arrival times will have to be strictly adhered to.

- *Short breaks / long weekends are now available again provided that -*
- *Stays are a minimum 3 nights.*
- *A guest can not arrive on the same day as another departs.*
- *Payment by card, electronic banking, or Paypal preferred*
- *Bookings can now be made by direct website booking, AirBnB, and phone or email*

