

LOW FARM ESTATES (Cottages) COVID ARRANGEMENTS

From 25 July 2020 – to be review regularly as government guidance is updated

We are all aware of the current health situation regarding Caronavirus and staying safe while outside our homes. Low Farm Estates have reviewed our facilities and want to ensure that while remaining safe, we all have a relaxing and enjoyable camping experience.

1. It is important that you do not attend the site under any circumstances if you or a member of your household are displaying symptoms of Covid-19. These are advised by NHS England as a high fever, a new continuous cough or a loss or change in your sense of smell or taste.
2. The site cannot accept households who have been instructed to isolate or are self-isolating.
3. If you become unwell during your stay, we expect that guests will adhere to the government guidance and return home to self-isolate. We will be happy to provide a credit for a return visit.
4. It is the responsibility of the booking party to ensure that those staying in any given cottage are permitted to do so under the existing government guidance.
5. Cottages are thoroughly cleaned and disinfected after every use including hard surfaces, handles and other common touch points. Our staff will have appropriate PPE in order to ensure their safety.
6. Government guidance regarding social distancing from anyone not in your party/household needs to be strictly adhered to at all times while on site and enjoying the courtyard.
7. Contactless payment: Payments are ideally taken via BACS transfer or card for the safety of our staff. Your payment needs to be made in full prior to arrival. Please contact stayatlowfarm@gmail.com if you require other payment arrangements.
8. Contactless Check-in: Area information, Terms and Conditions and contact information will all be provided by e-mail to guests prior to arrival. Keys will be disinfected and left for guests in the door on their arrival day. Please leave keys in the cottage on your day of departure.
9. The office will be closed. Staff will be available by telephone (number provided in your contactless check in pack) to our guests. We will strictly adhere to social distancing measures if we need to attend your cottage to assist you.
10. Laundry facilities will not be available.
11. All gates on the site will be open and remain open to prevent touch points
12. Children under 12 must be accompanied by an adult (over 18) at all times when they leave the designated pitch space.

We have tried to ensure that you are able to freely enjoy the site almost as normal to allow for a truly fantastic visit. We do hope that guests will use a common sense approach to staying with us in these times and that our guests will make their own assessment of risks that staying with us may pose to their particular health situation.