



## Covid-19: Information for Guests

Our concern is to ensure the health and well-being of our guests, staff, neighbours and service providers. The measures we are taking, which are based on industry and Government advice, are explained in various documents available on our website:

<https://cossingtonpark.com/covid-19/>

We are following the most up to date guidance as outlined by Public Health England and the Professional Association of Self Caterers. Some of the measures previously implemented are no longer enforced and we are now operating under a “common sense approach”. Please let us know if you have any particular concerns or requirements.

### What our guests can do to help

It is no longer a legal requirement, but highly recommended by the NHS, that guests download the “Track & Trace” App. When you arrive at Cossington Park, you will find a poster just inside Park House and Park Cottage with a QR Code. Please use the app to scan this code and you will be automatically registered. The app can be downloaded here:

<https://www.covid19.nhs.uk>

We ask for your further help and support as follows please:

- If you or any member of your party have any symptoms that might suggest Covid-19 before or during your stay, please call us. Current guidance is that such persons must self-isolate at home. We also request that those with symptoms limit their interactions with other members of the household and arrange an NHS test as soon as possible; Link here: <https://www.gov.uk/get-coronavirus-test>.
- If one of our guests tests positive for Covid whilst staying with us, they should return home at once if they reasonably can, using private transport. If they cannot, and our accommodation is available, then they should pay for the accommodation. If the accommodation is not available, then the guest needs to make other arrangements.
- Please respect arrival and departure times (usually 4.00 pm and 10.00 am respectively) so that our housekeeping team has enough time for essential additional procedures.
- Follow Government guidelines on social distancing and other measures to ensure the health of yourself and others.
- Do not use disinfectant sprays anywhere other than on hands or hard kitchen and bathroom surfaces as these can damage materials such as leather, fabrics and books.
- Place dirty dishes in the dishwashers.
- Seal rubbish in appropriate bags and containers and place these in the outside bins.

We thank you for your cooperation and understanding.

If you have any questions, requests or concerns, please call Guest Welcome: 0800 043 3464

*Our house, your home...*