



In these unprecedented times we would like to reassure all our guests of the additional measures North Yorkshire Coast Holidays have taken to ensure the safety and comfort of our guests, following the announcement by the Government, which allowed Holiday accommodation to reopen on 4<sup>th</sup> July.

## **NYCH**

As a small family business, we pride ourselves in providing comfortable accommodation with extra facilities, however, to ensure that our properties are cleaned and sanitised to UK Government guideline and minimise the possibility of COVID 19 transmission, we have undertaken the following:

1. Carried out a full risk assessment on all properties  
As part of this it has been necessary to remove items such as ornaments, leaflets, games and game stations, scatter cushions, communal hand towels in toilets and other items to reduce the touch potential virus transmission.
2. Formulated a new and extensive cleaning protocols in accordance with Government guidelines, including cleaning and sanitising our properties with the recommended cleaning and disinfection products.
3. All our cleaning staff have undergone training and been instructed and issued with the appropriate PPE for every cleaning session.



## **GUESTS**

For everyone's health and safety we would like to emphasise that all guests, have responsibilities to reduce the potential for transmission of Covid-19 , by maintaining areas clean & sanitised throughout your stay.

May we respectfully request you to ensure you have stripped all your bedding, down to the protectors and leave all linen on the ground floor.

Please adhere to social distancing when out and about in the community, and use hand washing / sanitiser as appropriate.

If you do leave the premises, please ensure to wash hands or sanitise when you return to the accommodation, ensuring the safety for you, our guests, as well as our cleaners and staff.

As this is a self catering vacation, we do expect you to provide your own sanitiser, however, we have provided you a station at the entrance to our property, to be used in the first instance.

At the end of your stay, on departing the property, please remove all food items including rubbish from kitchens and bathrooms and all personal belongings.

Regarding your departure, we ask that you kindly vacate the property promptly by 10am on the morning of your departure to ensure our cleaners have prompt access to the property due to the additional COVID-19 cleaning requirements.



## **COVID – 19**

If any of your guests are showing signs of COVID-19 symptoms, they should not travel to our holiday accommodation, if guests do arrive with symptoms, they will not be allowed to enter the property.

Should anyone in your party develop symptoms during your stay, your party leader, who is responsible for all party guests, must inform us immediately and they will need to book a test at one of the testing sites, return home and wait for your results.

If your test proves negative, you are welcome to return, however, if the test is positive your whole party will need to return home immediately & self isolate, in accordance with the Government guidelines.

[www.nhs.uk/conditions/coronavirus-covid-19/selfisolationandtreatment](https://www.nhs.uk/conditions/coronavirus-covid-19/selfisolationandtreatment)

[www.gov.uk/government/publications/covid-19-stayathome-guidance](https://www.gov.uk/government/publications/covid-19-stayathome-guidance)