



## **GUEST INFORMATION**

### **Management of Fingals and Covid**

We are delighted to welcome guests at Fingals and we hope you enjoy our self-catering properties and the surrounding area. We are kindly asking that you follow some of the small steps to ensure your safety, that of our housekeepers, future guests and the local community you are visiting.

#### **What to do if you have signs of Covid-19 during your stay:**

Please comply with the Government Covid regulations <https://www.pascuk.co.uk/wp-content/uploads/2021/02/NHS-Poster-for-Guests-showing-signs-of-COVID.pdf>

If you test positive during your stay please let us know immediately and return home as soon as possible. One meter social distancing at all times, sanitations stations are available at key points around Fingals. Please ensure you sanitise areas, such as sun loungers, after your use.

#### **Arrival & Departure:**

We kindly ask for you to not arrive before 4pm to allow us enough time to ensure the property is thoroughly cleaned and aired from the previous guests.

When the time comes to vacate the property please do so by 10am, allowing us enough time to air, clean and reset each self-catering property before the next guests arrive.

If you have a food shop delivery please ensure it doesn't arrive before 4pm and specifies which property you are in.

#### **Facilities:**

We ask you to self-regulate and take turns using the facilities.

Everything is open including the Games Room, Table tennis, Tennis court and Gym. The grass tennis court can only be used if the net is up (it is a summertime court only).

There is a booking system in place with the Pool, Court and Gym, you will find a board by each area where you can put your name down for one hour time slots.

Please bring your own equipment, i.e. Tennis racket and balls, swim towel etc

#### **Swimming Pool & Sauna:**

The swimming pool and sauna (you need to ask us to turn the Sauna on in advance as it takes 20 minutes to heat up) and changing room will be open for one property/family at a time for one hour time slots. You will need to write your name on the board outside the pool area. Please arrive at the pool and gym with your own towel (not our bath towels).

We ask you to please use the sanitiser left by the doors.

#### **Cleaning:**

We will provide appropriate cleaning products and both sanitiser for hard surfaces and hand sanitiser to protect yourselves within each property.

We are following all guidelines and rules set out by PASC (Professional Association of Self Caterers) <https://www.pascuk.co.uk/covid19-resources/>

#### **Rubbish:**

We are doing what we can with recycling but the South Hams don't make it easy!

General Waste goes into the green and black bins at the top of the Tradesmen's Entrance and the recycling (already separated) should be left beside the green bin ... there is a bottle bank down on the Ham in Dittisham or a mile outside the village on the side of the road on the way to Dartmouth.

#### **Linen & towels:**

Beds will all be made up and bath towels provided when you arrive but please remember to bring beach/swimming towels with you.

At the end of your stay please ensure you strip your beds, and place the linen and towels in the laundry bags provided leaving the bag on the bed. This will ensure the housekeeper is able to safely remove the linen ready for the appropriate laundering. Please keep mattress covers, pillow covers, drying up cloths etc separate.

**We hope that you will understand these additional asks of you to ensure the property is a safe environment for you, our housekeepers and future guests.**