



Providing a safe environment for our guests – in response to Coronavirus

The safety and well-being of our guests is our top priority, now more than ever. We would like to reassure you about the approach we are taking, in response to Coronavirus, to provide a safe holiday environment.

Cleanliness and Hygiene

- Our cottages are cleaned thoroughly between visits. We follow the principles contained in the government's guidance on cleaning in non-healthcare settings.
- All hard surfaces and 'frequently touched' areas (e.g. door handles, light switches, remote controls, kettle handles) are cleaned twice and disinfected
- Our bed linen and towels are washed by a professional laundry company to the highest standards
- Crockery and glasses are washed (on the hottest dishwasher setting) between visits
- Sofas are covered with clean, washable throws. Disinfectant spray is used for curtains.
- Cleaning supplies, disinfectant, hand sanitiser and soap are provided for our guests
- Important information will be presented in wipeable plastic folders and / or provided digitally
- Books, DVDs, board games and leaflets will still be available – but as we won't be able to clean every individual item between visits, guests are asked to wash their hands before and after using them – and to leave out any items handled
- Our check-in and check-out times may be varied to allow increased time for cleaning.

As part of the Sawday's Special Places to Stay collection, we are adhering to their 'Clean and Safe' Charter.

Social Distancing

- Brook Farm is located in a small hamlet in the Worcestershire countryside, surrounded by nine acres of garden, meadow and woodland – the perfect place to enjoy some space!
- Guests can 'self-check in and out', meaning there is no contact with us – but we are still available via phone, text or e-mail
- All payments are made via credit /debit card or bank transfer

Flexibility

- We will be as flexible as we can with our booking and payment terms. If you are unable to travel or we are unable to provide our accommodation as a result of the government's Coronavirus measures, you can re-book or receive a full refund

What we ask our guests to do

- If you have any symptoms, please do not visit – and take appropriate action
- Follow hygiene and social distancing measures around Brook Farm and in the local area
- Adhere to check-in and check-out times to ensure we have sufficient time to prepare
- Strip the bed and remove bin liners at the end of a stay, with easy arrangements in place
- Tell us if there's something you are unsure about or not comfortable with