

Hello Robert,

In light of the fantastic news we had from the Welsh Government yesterday I wanted to inform you that we are prepared for the reopening of your holiday homes on the **13th July 2020**.

With the re-opening post lockdown the housekeeping management and policies will change slightly and additional safety and cleaning precautions will need to be carried out.

If you could please read the following guidelines on the [nature and lifecycle of COVID](#) along with our housekeeping policy guideline on how we will be [combating the risk of cross contamination between guests, visitors and staff](#).

To ensure all of the correct measures are carried out we will require additional time spent per changeover along with a full property fog to eliminate any potential traces of COVID-19 in your holiday home.

We will be introducing a **Sanitisation Process** to each changeover at an additional fee of £50 ex VAT. This includes the use of our industrial fogging machines and time spent to carry this out. This process is essential in managing your holiday homes over the next 3 months. After the 3 month period we will carry out a risk assessment and determine whether this additional process needs to extend to a 6 month period.

You will notice on your **first changeover post lockdown** there will be a Sanitisation Process **before the initial guests** arrival. This is to ensure your holiday home is in a neutral state in preparation for your first guests.

The Sanitisation Process lasts for **7 days on the surfaces** within your holiday home so will be carried out as close to the arrival date as possible. This will ensure full surface protection for 7 days during the guests stay.

Any stays over 7-10 days will have a **mid-stay service** as usual, this could potentially include another sanitisation process depending on total length of stay and preference to yourselves. This mid-stay sanitisation is **not mandatory** but we are happy to carry out if you wish.

We have invested in the **highest level of sanitisation equipment and PPE** to ensure we can run your holiday homes as successfully and safely as possible during these uncertain times. We feel this will provide guests with an additional level of comfort and reassurance when booking your holiday homes

We hope you are all keeping well and if you have any questions or concerns please contact us to discuss.

In the meantime we will be hitting the ground running over the next 3 weeks to prepare and implement all that is necessary to kick start the 2020 season.

Please note: if you do not wish to avail of the sanitisation process we will need documentation to show that you are carrying out the correct COVID prevention

*techniques. Without this evidence **we will be unable to send our housekeeping staff** into your premises to conduct a changeover clean. These measures are implemented for the safety of everyone with no margin on the costs. This is solely for the **protection of the individuals** occupying your holiday home.*

Stay safe and well.

All the best,

Mollie Turner

Operations Manager

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