



Wern Fawr Manor Farm

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#teamwernfawrfarm > Alan, Helen, Kaitlyn & Max Harper-Smith and Richard Tonge

2021

COVID-19 – S/C

In these strange and difficult times - the health and safety of our guests, staff and us are of paramount importance.



We are so looking forward to welcoming you here to Wern Fawr Manor Farm for your well-earned break and holiday. We have been busy implementing what we think is the right thing to do with guidance from both the UK Government and the Welsh Assembly – a nightmare!



Thank you for taking the time to read through our current measures and restrictions in reference to the ongoing COVID-19 pandemic. Please do make sure you have read and understand all the details provided below. It is

important to note that we are living in a continually changing environment and as such encourage you to get in contact with us if you have any questions.

First and foremost, we hope that you and your families are all safe and well. The beautiful Llyn peninsula has been so quiet for so long and it's lovely to see people now being able to return and enjoy this area.

Restrictions

At last the First Minister for Wales gave us the green light to re-open our doors for self-catering from the 27th Mar 21 (Wales guests) 12th April (rest of UK guests – but this is fluid!) after a lockdown since 23-Oct-20, although we have been open for key workers and contactors. Our priority as always is the safety of our guests and our staff and as such we have been worked hard during the last opening in 2020 and during this lockdown to plan for as many unknown eventualities as possible. Clearly things have changed, and our approach has had to and will continue to change too. **You will be expected to wear face covering when entering shops, on public transport, in taxis and when entering restaurants and pubs until you are seated and also if you go to the toilet. There is also a maximum of one family unit per property (under 11's do not count). Outside you can meet up with ?? people!.**

Wern Fawr Manor Farm is in a quiet, safe, rural location, which we consider as a delightful and unique setting that is peaceful haven away from the crowds and we intend to concentrate on ensuring that this is a big part of your holiday with us. As such we believe that we can offer you a pretty safe social distancing experience whilst still enabling good social interaction.

It is important to note that we do not want to have any guests staying in these times who are not happy with adhering to the changes we feel necessary to have introduced. We cannot stress this enough.

We are ONLY able to operate the self catering cottages and our bed and breakfast business under strict social distancing measures along with many other protocols outlined below. As such things will not be the same as they were if you have visited us in previous years.

WHAT WE ASK OF YOU

- Please do not come to stay in your booked cottage if you are feeling at all unwell or indeed have any COVID-19 symptoms. This also applies if you have been in contact with anyone who has been in the previous 14 days.
- Please can you promise us that you will comply with any social distancing requests we make of you during your stay.
- Please can you promise us that you will avoid any social interactions whilst on holiday in the area which might compromise your health and so that of other guests and staff at Wern Fawr Manor Farm.
- Please ensure you are following both the regional Welsh government guidelines found in the below link along with any guidelines/restrictions that may have been put into force in your home area.
<https://gov.wales/coronavirus>
- Contact tracing - we think that this should be the responsibility of the main person that booked the property to have this information at hand and they will be the primary contact in the hopefully unlikely event that contact tracing is required. Should you or any of your party be tested positive for Covid-19, within 15 days after your stay with us, you must inform us immediately, so that we can take the appropriate action ourselves? We do not intend to police this as we feel it is not in our remit so we will leave this up to you.
- Having to close up Wern Fawr Manor Farm due to COVID-19 contamination would be a cruel blow to everyone working here and to all those who want to enjoy a well-deserved holiday with us.

Our family team is and has been working extremely hard with strict and thorough protocols in place. We have extra procedures in place on top of our usual practices. We have invested in a new ULV fogging machine that can be used safely indoors on hard and soft surfaces that is non-toxic and provides an extra barrier of protection. This device will be used in-between stays in each of our rooms as well as in communal areas on a scheduled setting.

We will regard your cottage as your own safe space and as such intend on carrying out as little housekeeping as possible in your cottage during your stay unless specifically requested. We have sanitized everything as best we can to industry standards. Crockery, glasses, cutlery, cooking pots and pans etc we have not touched so you can take your own view as to how you want to use these items, as re-washing them, drying them and re-stacking them ourselves between guests may be a futile and time consuming gesture. Please can you take any rubbish and recycling to the main re-cycling area opposite the barn by 4pm Monday evening so we can take it to the top of the drive for Tuesday 6am. Should you wish to bring your own pillows this is not a problem. Just let us know in advance of your arrival. We will not be offended. In view of the additional cleaning processes that we have implemented checkout time has been revised to 9am (this supersedes any previously indicated checkout times). We can only start to clean once you have vacated the cottage. Please do not strip the beds, as we will be sanitizing the property prior to us starting to clean. Please wash up as much as possible in hot soapy water, make sure the BBQ is clean and where you have a dishwasher in the property please load and **start the cycle** but do not empty, we will do this when the cycle is complete.

What do I need to bring with me?

Your first question is what do I need to bring with me? Well just treat it as a normal holiday visit – should you wish to have a delivery (Asda, Tesco, Waitrose) and local supermarkets like Spar & Iceland (see Useful Numbers list) all offer this service but you will need to book a slot in advance, please let us know so we can help get it unloaded to the correct cottage. The supermarkets and shops here will enjoy your custom and will be well stocked, you may find that social distancing that we have in place in Wales is taken seriously in Wales, please respect this and be kind and patient - this is 2 meters. We have decided to do our usual welcome pack that you are used to in the cottages; bread, milk, eggs, butter, tea coffee, sugar etc as a starter pack – if you do not want these please let us know in advance. We also provide anti-bacteria spray, a small hand sanitizer and bacteria wipes, we are sure you may want to bring some of your own. The cottages will be left open with the key on the inside of the doors as usual.

Places /services that are open.

Attached to this email is a pdf file (Useful Nos xxx.pdf) that we usually print off and leave in the rooms of local establishments serving food, drink etc and taxis etc etc. There are hyperlinks to their FaceBook pages as this is a moving target as the pubs etc begin to feel their way forward. We can of course and are willing to advise you should you need to know anything. If you can it would be lovely if you can safely buy and support local businesses in the area to the best of your ability. Don't forget you will have to register with establishments when you visit each will have a different system for this – it is for contact tracing.

Communal places.

If using the UTILITY ROOM (Washing Machines / Dryers / Vacuum Cleaners / extra Freezer space) or the BARN facilities, please observe a **ONE in ONE** out ruling and wipe surfaces that you have touched using the sanitizer products provided. We will sanitize this room on a regular basis with a fogger.

During your stay.

We recommend that you wash your hands whenever you leave or return to the property. We have put signs around the property in respect of social distancing rules as pertaining to time you are here and also to wash, sanitize your hands. The wearing of face masks is compulsory at the moment in supermarkets, pubs, restaurants, public transport and taxis, so please wear them they are readily available in all supermarkets. This is in no-way supposed to ruin your holiday with us – it is also for anyone else visiting.



What if you get Covid-19 symptoms.

Should you feel unwell during your stay and you suspect this is the virus; we expect you and all your family to advise us and return to your own property to self-isolate and not to remain in our property. This is so as you don't overload the scarce NHS resources available in Gwynedd and it also allows us to do a deep clean and disinfect the cottage for the next guests. It is important that you do advise us so we can take the necessary precautions to ensure the onward safety of our staff and guests. For more information see <https://www.visitwales.com/coronavirus> and <https://gov.wales/keeping-records-staff-customers-and-visitors-test-trace-protect#section-46243> - We appreciate your support and cooperation in protecting the safety of your party our team and our other guests.



Anyway you are here to enjoy our amazingly secluded property – please enjoy the grounds, the facilities and the local area, walks, beaches, shops etc. Should you require anything, please ask in the usual way and we will do our utmost to make sure we can make your stay with us as pleasant and safe as possible.



If we do not hear from you we will assume that you are happy to proceed with your booking. We look forward to your visit and hopefully the weather will be kind to us all as well.

Alan, Helen, Kaitlyn, Max and Richard