

Updated on Friday 12th April 2021

Book with confidence

As a customer-focussed business, we are keen to reassure guests and housekeepers during uncertain times. The situation regarding coronavirus (COVID 19) changes daily and we will always follow the latest regulations.

If you do need to contact us, please do so by email (bookings@holtholidaycottages.co.uk) rather than by telephone.

If your holiday is cancelled due to new restrictions, then you will be offered one of the following options.

1. We can re-book your entire stay within the same property to a future available date, outside of the declared restriction period, within 12 months of the end of your original booking (subject to any additional cost being paid by you).
2. If an alternative stay is not convenient for you, we will offer you a full refund.

If you have made your booking via a third party company such as Booking.com or Airbnb, they will be in direct contact with you independently of us.

Where your holiday dates straddle the anticipated beginning or end dates of restrictions (and if already on holiday the restrictions do not allow you to remain until the booked end date) we will offer refunds based on the price for the shorter permitted stay.

Wherever and whenever possible, we look forward to welcoming you to enjoy a much-anticipated break.

To put your mind at ease we have provided additional guidance for you for your upcoming stay and our team are on hand if you have any additional questions.

Safer stays

On your arrival you will be greeted with a sundry pack. This is packed in a sterile environment with staff wearing full PPE. A heat-sealed machine is used to seal up the sundry items when they have been disinfected to stop any viruses living on the products.

Sundry Pack (same in all properties):

- 1 Jeye cloth
- 1 Sponge
- 3 White pedal liners
- 3 Black bin bags
- 7 Dishwasher tablets

We have shared national guidelines with our staff in relation to cleaning protocols which set out the extra measures to be taken. The guidelines have been carefully considered and developed at industry level to protect the health and safety of guests, as well as housekeepers and support teams involved in preparing the property

Arrival Guide information and key instructions will be sent before you travel.

We would also request that you assist the housekeeper by stripping and bagging any used bedding, towels and other laundry items in the black bags located in your sundry packs provided at the property.

What to do if developing COVID-19 symptoms before the start of the holiday, whilst on holiday or subsequently.

If you develop or a member of your party develops symptoms prior to your stay, you must follow the latest NHS guidance in this respect and not travel under any circumstances. Please contact our team who will seek to find alternative arrangements for your stay.

If you develop or a member of your party develops symptoms during your stay and a test confirms infection please let us know and leave the property immediately so that we can take the necessary steps to deep clean the property. If you develop or a member of your party develops acute breathing difficulties during your stay please call 999.

Similarly, if you develop or a member of your party develops symptoms within 14 days of your stay and a test confirms infection please let us know immediately to allow the necessary measures to be taken.

Up to date information and advice regarding COVID-19 can be found on the [GOV.UK](https://www.gov.uk) and [NHS](https://www.nhs.uk) websites. In particular please read and familiarise yourself with the following <https://www.nhs.uk/conditions/coronavirus-covid-19/> and <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance> or <https://www.gov.uk/coronavirus>