

## Frogmore Corner and Froglets Covid-19 Policy

We are committed to following the government's guidance for operating a COVID-19 Secure business and have a Covid-19 Risk Assessment Policy in place. We are carrying out enhanced cleaning/disinfecting with Covid-19 approved products and will do all we can to ensure you have a safe stay. We may ask to give you a temperature check on your arrival or during your stay. Guests may be asked to return home early if they have any symptoms to ensure the safety of our cleaners, the community, and other guests.

A first aid kit is available from Lynwood House, with masks and gloves if anyone comes down with symptoms whilst here. You must make Abigail aware of any symptoms so that the cleaner can be informed. We do ask that guests bring their own masks if possible.

A deposit (non-refundable within four weeks) will be due when booking and the remainder or full amount will be due two weeks before your arrival date or on the day of booking if less than two weeks to go.

If we are closed again by the Government or feel it is unsafe to be open, we will give a full refund.

However, no refunds will be given within the two weeks unless the room is rebooked. If guests need to cancel within the two weeks due to contracting Covid19 guests will be given the option to rebook for the same amount of nights in the same property, within 12 months of their original booking. We are afraid if they cancel again, they will lose their booking and receive no refund.

We have removed all books and games from the cottages, of course we do not mind guests bringing their own to enjoy whilst here. All bedding and towels are still provided along with tea towels and dishwasher tablets/washing up liquid and loo paper to get you started.

To give the cleaner more time to thoroughly clean we are asking guest to check out by 9.30am and check in after 5pm.

If you have any questions or concerns please feel free to get in touch.