



THE VALLEY

CORNWALL

Coronavirus – What we ask from our guests

While we can do everything in our power to make The Valley as safe as possible, everything we put in place does also rely on guests following the measures both we and the government advise. Please note this advice below is for when facilities are allowed to open

Below are guidelines which we ask all guests to follow while at The Valley and while using each facility at The Valley:

Before arriving

- Please let us know whether you would like your cottage disinfected with a smoke bomb, if you would like this, check in would be after 5.30pm
- If you, or anyone you have been in contact with has been ill, please follow government guidelines to isolate and not travel.

Indoor Pool and Outdoor Pool

- Guests can book use of the indoor pool for 25 minutes on the morning of the day prior via email.
- We ask that guests email 3 preferred slots just in case their first choice is gone.
- The time slots will be allocated on a first come first serve basis, and will be confirmed by Mid-day the day before.
- On the day, you will be able to call and book up any unused time slots even if you've already booked a time slot.
- We ask guests to get changed in their cottages with the dressing gowns provided, and avoid using the changing rooms.
 - Where it is unavoidable to use the changing rooms, we ask that you disinfect pre, and post use, using the disinfectant aerosol provided in your cottage.
- We ask that you use the alcohol hand gel at the door, before and after using the pool



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Games Room

- We ask that you use the alcohol hand gel before touching anything in the games room and then prior to leaving the games room.
- We ask that you keep to one side of the games room at all times, for example, either the side of the pool table or the side of the ping pong table.
- Only two families are allowed to use the games room at one time and they must stay on separate sides of the games room.
- We ask that you be reasonable and don't stay in there for long periods of time not allowing others the chance.
- We ask that you spray with the disinfectant aerosol anything you've used, pre and post use.

Gym

- The gym will be bookable at any time in advance for 30 minute slots.
- It can be used by multiple people in the same family but not by more than one family at a time.
 - Please use alcohol hand sanitizer before, and after using any gym equipment.
- Please wipe down all equipment with special care, before and after use.

Kids Play Area

- Please ensure your children use alcohol hand sanitizer before and after using the kids play area.
- Please ensure if another family are using the play area, that your family also keep a 2m distance from them.



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Books and DVDs/Reception

- Please ensure you use the hand sanitizer before coming into reception
- Please ensure you stand a minimum of 2 metres away from any of the reception team.
- Please ensure you spray anything you want to take/use before and after use.

Squash Court and Tennis Court

- You can book the squash court and tennis court as and when you want to use it.
- Please ensure you use alcoholic hand sanitizer before and after use.

Leaving the cottage

- When you leave the cottage please open as many windows as possible.
- If you have been at all unwell during your stay, or within a couple of days after you leave please let us know by emailing us at info@valleycottages.net



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General advice

- Please use the hand sanitizer throughout the site prior to using communal facilities
- Please keep at least a 2m distance between yours family and anyone else onsite who is not within your family.
- Please ensure you wash your hands for 20 seconds regularly throughout the day.
- Please only visit reception if completely necessary, and where possible email us at info@valleycottages.net or call us on 01872 862194 instead.
- If you or anyone in your party fall ill onsite, please email us immediately at info@valleycottages.net and let us know which facilities you have been using.

If you run out of the disinfectant aerosol that is in your cottage, please do let us know and we can replace it. At the end of your stay, **please do not** take the aerosol with you. We are absorbing all the costs of extra cleaning, disinfecting into our normal price and therefore need to keep all materials onsite so they can go as far as possible. The can will of course be disinfected in between guests.

Thank you so much for adhering to the guidelines above, and helping everyone at The Valley enjoy their holiday safely.

If you have any queries, or suggestions at all, please do not hesitate to let us know.

Kind Regards,

The Valley Team