

Information correct as of 27th June 2020. This protocol is subject to change depending on customer feedback, Haven requirements, UK government advice or booking agent advice.

Dear Guests,

To help protect both guests and cleaning and laundry staff from potential COVID transmission, a number of changes have been made to normal procedures.

As a private host, I try and go the extra mile, and supply many more home comforts than would be available in a Haven property. This however means more items to clean. I considered having 72h gaps between guests, but this would have meant cancelling a large number of guests. Instead, I've altered some of the home comforts I provide, and instituted a deep sanitisation clean which will be carried out as well as the normal clean.

I have private cleaners and I will not use Haven cleaners as I consider the risks of transmission between multiple properties too great. My cleaners ONLY clean Betty and Lola and will change PPE between properties.

No risk can be reduced to 0% however a new cleaning protocol outlined overleaf has been devised to reduce risks to 'as low as reasonably practicable' (known as ALARP). For full transparency, our COVID cleaning protocol and summary of the products to be used are shown in Table 2. There is an additional charge of £25 to cover costs of PPE and sanitisation products. I hope you'll agree that this is a modest charge to reduce risks to ALARP. These charges will remain in place throughout 2020 and will be reviewed for 2021.

After careful consideration, guests must carry out some activities which would usually be completed by the changeover team. This includes making up your own beds, because bedding needs adequate time to 'air' after being sanitised. The fabric disinfectants we use are active for up to 4 hours after application. Guests must also strip bedlinens and place linens and towels into the red laundry bags provided. Also kitchen bins must be emptied prior to checkout. My cleaners take laundry home so the red bags are to protect cleaning and laundry staff in case guests have COVID19 but have no symptoms. Please see Table 1 for further details.

Unfortunately, as it is not practical to clean all toys individually in the changeover window, all children's toys and children's books have been removed. My apologies but young children cannot be expected to be hygienic. Grown-up books and DVDs remain. Other items such as ornaments and cushions have been reduced in number to reduce the sanitisation clean times to a practical level. Please review Table 4 for a full list of information.

Check-out remains at 11.00 and check-in is now after 17.00, this is to allow sufficient time for an extended sanitising clean, and to allow additional time for sanitising disinfectants to continue to work for 4 hours (thus killing any airborne viruses landing on cleaned surfaces).

If you are unhappy with any of our procedures, or are not willing to pay the extra £25 charge you can reschedule your booking to later in the year or 2021 for no charge but must give a minimum of 14 days' notice ahead of your arrival date.

We want to encourage anyone with suspected COVID to stay at home, so cancellation terms have been relaxed. Please be particularly vigilant that Coronavirus/COVID 19 can include diarrhoea, nausea and vomiting without a fever or respiratory symptoms.

- If you, or any member of your group becomes ill with suspected COVID symptoms within 16-28 days of your arrival date, you can reschedule your holiday for later in the year or 2021 free of charge. Refunds cannot be given.
- If you become ill with suspected COVID symptoms between 8-15 days prior to your arrival, your holiday can be rescheduled for later in the year or 2021 for an admin fee of £50. Refunds cannot be given.
- If you become ill with suspected COVID symptoms within 7 days of your holiday, it is unlikely another guest will book (taking account of Haven advance guest registration), your holiday can be rescheduled for later in the year or 2021 for an admin fee of £150. Refunds cannot be given.
- If guests develop COVID symptoms whilst on holiday, please return home immediately in line with government guidance and inform the owner on 07712430649. Refunds cannot be given.

- *In the event of any guest leaving due to suspected COVID within 72hours of changeover day, the next incoming guest will be cancelled, and a full refund given. Alternative accommodation will not be provided.*
- *In the event of another lockdown, you can reschedule your holiday for later in the year or 2021 free of charge. If you have paid the full cost of your holiday, 50% will be refunded if you reschedule with 50% remaining against your rescheduled booking.*

Note that Haven have introduced a mandatory pre-registration system for all Haven and private guests. The information you'll need to provide is the details of your guests, arrival and departure times and your caravan location. Please email nathalie@haggerstonholidayhomes 72hr prior to arrival. You can arrive on park earlier than your check in time. Park are expected to be strict, and will not allow anyone entry who is not on their list. At the time of writing, it is unclear what will happen if you arrive outside your predicted schedule.

The current Haven position is that for July 2020 holidays, the only onsite facilities available for holiday guests are the Mini-Market, takeaway food outlets and the launderette. No other facilities (including swimming pools, entertainment venues or sports and leisure activities) will be available for holiday guests and there will be no Fun Passes available to purchase. Haven will let us know as soon as passes are available to purchase for guests.

Holidays from August onwards remain unaffected at this time. Government guidance and restrictions are changing rapidly, meaning the facilities available might change at short notice.

Remember that you do not need to go to reception when you arrive on park. You will be sent a key code by text at 17.00 on the day of arrival to the telephone number entered on your booking form.

As a small thank you for your co-operation. Every booking in 2021 will receive at least one 50ml alcohol based hand sanitiser. This is for adult-use only as it is 70% isopropyl alcohol.



The first 60 bookings in July and August 2020 will also receive an M&S hygiene gift pack.



I appreciate that these changes may seem overly- zealous to some guests, and possibly insufficient to others. As someone on immuno-suppressants who has shielded since 15th March I take the health and safety of my guests, myself, and my cleaners very seriously. I hope you can see that both myself and my cleaners have worked really hard to devise workable but effective procedures.

As returning guests will know, Lola and Betty are my pension plan and I don't rent out simply to pay site fees. The finance payments have 6 more years to go, and I do not pay myself a single penny for running the business. Any guests who cannot adhere to the new procedures potentially risk a COVID outbreak, and cancellations that will ruin me and my cleaners financially. I therefore ask you to either follow the rules or reschedule your booking to next year.

Despite the 'new normal', and these rules, please enjoy your stay, and stay socially distanced! If you have any queries, please text me on 07712430649. I have a normal day job, so please text in the first instance and I will call you back

I hope this reassures you, and means that you are looking forward to your stay!

Nathalie Stevenson

WHAT GUESTS ARE REQUIRED TO DO

Table 1: Summary of arrival and check-in procedures

Advisory activities are in black.

Mandatory Activities are in red – Any guests failing to do tasks in red will not have the £100 damage deposit returned.

	Arrival	During your stay	Check out
Hand-washing	Please wash your hands with warm soapy water every time you arrive at the property	Please wash your hands with warm soapy water frequently!	Please wash your hands with warm soapy water before you leave.
Bedding	Bed linens will be placed in each bedroom and guests will be required to make up the beds after arrival. Mattresses, duvets and pillows will have been sanitised and require airing.	Sleep well!	At the end of your stay all guests MUST strip beds and place all bed linens into the red laundry bags provided and tie a knot in them. This is to protect cleaning and laundry staff. Please leave duvets, and pillows on the beds – ideally in a flat position ready for spraying.
Towels, bath floor mats and tea towels	Towels will be placed in each bedroom or bathroom	Stay clean! Shower frequently	At the end of your stay all guests MUST place all towels/bath mats/tea towels into the red laundry bags and tie a knot in them. Red laundry bags will be provided. This is to protect cleaning and laundry staff.
Crockery/ cutlery/ pots & pans and kitchen and bathroom bins	After careful consideration, it will not be possible to individually wash all pots/pans, crockery etc. Most recently hot washed dishes will be inside the dishwasher.	Use the dishwasher or very hot soapy water before and after use	Put all remaining unwashed dishes into the dishwasher and place on hot wash and leave in the dishwasher. Empty the kitchen bin and bathroom bins, tie bin bag, place in the nearby bin store (opposite Lola, 133 Lakeside East)
Curtains and windows	The property may be hot if it is sunny – curtains are left open in order to allow UV sunlight into the property.	Keep curtains open during the day. Please open windows often (while in the property)	Please open all curtains to allow sunlight into the property. Please open windows on the morning of your check out to allow free flow of air, but please close them before final checkout at 11.00
Outdoor seat pads & cushions	Outdoor seating pads will remain outside, which means they may get some goose poop on them. Please forgive us!	Please leave cushions/seat pads outside at all times- even if it rains. They dry out quickly when the sun comes out.	Please leave cushions/seat pads outside at all times- even if it rains.
Food and belongings. Items left behind		The onsite supermarket is open. Supermarket store delivery is allowed. Onsite Papa Johns, Burger King, & Fish & Chip shop will deliver.	Any items left behind will be disposed of. We cannot retain or return anything left behind. Please take ALL your food and belongings with you.

COVID CLEANING PROTOCOL – this service attracts an extra £25

To protect guests, the following cleaning protocol has been instituted. No risk can be reduced to 0% however the protocol outlined below has been devised to reduce risks to ‘as low as reasonably practicable’ (known as ALARP)

Table 2: Products used






Isopropyl Alcohol 99.9% Spray (diluted to 80%)	SurSol Disinfectant Surface Spray	SurSol Fabric Disinfectant	SurSol Disinfectant Carpet Spray	Zoflora concentrated disinfectant
				
<p>Diluted to 80% this evaporates but not too quickly to be effective. Ideal for electronics cleaning such as remote controls, light switches. Kills 99.9% of viruses and bacteria.</p>	<p>Antibacterial and anti-virus formula that eliminates 99.99% of known germs and will continue killing up to four hours after application. The spray is alcohol-free and water-based making it safe for use on all hard surfaces - ideal for kitchen tops, handrails and door handles. Cleans and disinfects at the same time. Complies with EN1276 and EN14476 testing standards.</p>	<p>Highly effective garment spray that has been specially formulated to sanitise furniture and soft furnishings. Ideal for use on fabric and upholstery, it eliminates 99.99% of known germs and will continue killing up to four hours after application. Won't leave residue or chemical odour. Antibacterial and anti-virus formula. Complies with EN1276 and EN14476 testing standards.</p>	<p>The antibacterial and anti-virus spray can be used on most types of carpets and will kill 99.99% of known germs and will continue killing up to four hours after application. Complies with EN1276 and EN14476 testing standards</p>	<p>Zoflora manufacturer's state that Zoflora has proven efficacy (when diluted 1:40) against coronaviruses. Therefore, it is reasonable to assume that Zoflora would have activity against the COVID-19 virus.</p>

Table 3: Items sanitised and not sanitised

Items sanitised	Sanitising product used
Handles and knobs (door handles, drawer handles, cupboard handles, window latches and blind pulls, microwave/ oven/ fridge/ freezer handles)	Isopropyl Alcohol
Hard surfaces (TV units, coffee tables, bed side tables, shelves, wardrobes, cupboard fronts)	SurSol Disinfectant Surface Spray
Bathroom (toilet flush, splash back, shower door and handle, taps, shower controls and shower head, bathroom bins, bathroom toilet brushes)	Zoflora
Switches & controls (lights, lamps, sockets, heating controls, Bluetooth controls and TV Remotes, Nintendo Wii controls)	Isopropyl Alcohol
Indoor Soft furnishings (curtains, sofas, chairs, mattresses, duvet and pillows, cushions and headboards)	SurSol Fabric Disinfectant Spray
Inside kitchen cupboards	SurSol Disinfectant Surface Spray
Appliances internal (microwave, fridge/freezer, oven, grill)	Zoflora Spray
Waste areas (kitchen bins, bathroom bins)	Zoflora Spray
Outside and decking (outside seating area, table, decking and railings, handles)	Zoflora Spray
Carpets	SurSol Disinfectant Carpet Spray
Hangers in wardrobes	SurSol Disinfectant Surface Spray
Laminate flooring (mopped)	Zoflora
Items NOT sanitised	Not sanitised
Individual items of crockery, pans, cutlery will not be cleaned individually but kitchen cupboard contents will be sprayed with Sursol disinfectant	Please hot soapy wash/dishwash before use.
Supplies provided such as herbs and spices, cleaning products, spare toilet roll, bin bags, cling film, foil, first aid kit, hot water bottle	None – guests must sanitize hands before and after use.
Leaflets, books, DVDs, Wii games, glass windows, paintings, pictures, ornaments; Betty and Lola Information booklet.	None – guests must sanitize hands before and after use.
Child's high chair, child's bath, and any emergency supplies such as sanitary towels, tampax, nappies, baby wipes.	None – guests must wipe down with zoflora before and after use.
Outdoor seat pads/cushions	None – please leave outside so that UV light can inactivate viruses

ITEMS REMOVED OR REDUCED DUE TO COVID RISK

Due to the extra time to undertake the sanitising clean, some items have been removed, or reduced in number.

Table 4: Items removed or reduced in number

The following (usually available) items have been removed from Lola and Betty	Fewer items present compared with normal
<ul style="list-style-type: none"> All children's toys inc soft teddies All board games and children's books Magazines and leaflets Tea/coffee/sugar/hot chocolate Blankets and picnic blanket for outdoor use All waste paper bins Cushions and bed runners on beds and spare bedding 	<ul style="list-style-type: none"> DVDs Books Living room cushions Ornaments