

## Pebbles the Apartment: Covid-19 Update

The government has now announced that holiday homes can open from 4 July. As a result, we are now taking bookings as normal for all dates from 4<sup>th</sup> July and beyond. You may have questions or concerns about booking under the current situation and we hope this page will help. If you have further questions, please do email us.



As with all our lives, self-catering holidays are going to be a little different this year in a number of ways. Most importantly, our housekeeper will need to be given more time to prepare Pebbles the Apartment for your arrival. This means that you **must** abide by the arrival and departure times (currently arrival 3pm and departure 10am).

Of course, shopping in Budleigh is governed by social distancing guidelines but queues are small (except maybe for ice creams!) Options for eating out are limited at present but most outlets are providing extensive takeaway services. Local farm shops have good supplies and Darts Farm and Greendale Farm shops will deliver in Budleigh (see online for details).

### The following are specific requirements during the covid-19 pandemic:

1. You must not travel to Pebbles the Apartment if you or any of your party are showing signs of any symptoms or are required to self-isolate under the test & trace system.
2. If you develop any symptoms of Covid-19 during your stay, you must immediately leave the property, inform the owner and return home to self-isolate. You are not permitted under any circumstances to remain at the property with symptoms.
3. You must not arrive at the apartment before the 3pm check-in time.
4. The apartment will be thoroughly cleaned in preparation for your arrival in line with the latest government guidelines. Particular attention will be paid to all surfaces e.g. door handles, worktops, light switches, keys etc. However, please be mindful that we expect you and your guests to follow government guidance on hand washing and household hygiene.
5. Please bring your own hand sanitiser and hand wash, all guests should wash their hands frequently during their stay (a limited amount of both will be provided).
6. Prior to departure:
  - Make sure the property is clean and tidy.
  - Please strip all linen from the bed and put in the bag provided as directed
  - Please load the dishwasher with as much cutlery and crockery as has been used during your stay on the hottest cycle.
7. You must be ready and leave by the departure time. Our housekeeper must be allowed the extra time to clean the apartment ready for the next guests.

### What happens if we return to a lockdown situation?

If you make a booking and, at the date of arrival, a lockdown has been imposed to prevent holiday homes from opening then you will not be allowed to use the property and you will be entitled to a full refund (or to re-book later in the year or next year). However, if the Apartment is booked and is available for your stay and can be provided or you are unable to travel to undertake your holiday, we are not able to provide a refund.

We look forward to welcoming you back to Budleigh very soon!

Updated 24 July 2020

