

## Stow Mill Coronavirus Policy Document

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Doc. 2

In as many cases as possible we intend to allow 72 hours between each and every future booking, as a Covid-19 precaution. During this period we understand from the scientists that by leaving the area dormant and 'airing' the virus might well extinguish. Also we will undertake extensive cleaning and sanitisation of all areas and surfaces, as recommended by the Professional Association of Self Caterers ([www.pascuk.co.uk](http://www.pascuk.co.uk)). We have studied their advice and will make every attempt to keep our windmill safe for our guests.

To help us in our endeavours we ask that if any of our visitors should unfortunately fall ill during their stay, and display symptoms of Covid-19, that they will immediately inform us, Andrea and Roger Hough. This can be done either by telephone on 01263 720298, or email to [rogerhough@stowmill.co.uk](mailto:rogerhough@stowmill.co.uk). We ask that visitors then take themselves home if at all possible and self-isolate in their own home. Government guidance is that they should take a test as soon as possible.

If the guests are too ill to return home, the owners will deal with the situation as compassionately as possible. However if an extended stay affects any cancellations of incoming guests or expense incurred by the owners in compensation, then the owners may look to the incumbents to cover any financial loss or costs incurred.

We request that visitors inform us immediately should they fall ill with Covid-19 symptoms, within 7 days of departure from the Mill.

We have unfortunately had to remove all books, games and DVD's which are in the Mill for guests entertainment during their stay. Visitors should remember to bring their own for their own amusement if required for their stay.

We have also had to remove some of the 'basics' which are normally in the kitchen. We will provide sachets of salt and pepper, sugar, tomato sauce, vinegar, mayonnaise, individually wrapped tea bags and coffee.

Our Welcome Pack will unfortunately not now include a delicious home-made cake, but we will still provide some nice goodies and a bottle of Prosecco. Milk, bread (wrapped), butter and eggs will also be provided – all items in sealed packs.

We will provide a disinfectant spray, cloth, 2 pairs of latex gloves and 2 masks for you to use at your discretion.

Bedding will be rotated so none is used until at least 72 hours have elapsed since last in use. All sheets and towels are sent to laundry.

In accordance with PASCUK instructions we now have to request visitors to strip the bed before departure and put all dirty linen in a black plastic bag (provided) together with the towels. Additionally, we would ask that all rubbish from the bathroom and kitchen is put in the appropriate dustbin outside the back door, before departure. Also, before departing from the mill, to open all fanlight windows on each floor.

We very much hope that our guests have a wonderful stay in Stow Mill, and the above changes will not impinge on their enjoyment.

Any satisfied guests who might like to leave a review may add to our Facebook page: Stow Windmill Holiday Cottage, or to our advertising forum [www.Quirkyaccom.com](http://www.Quirkyaccom.com). or directly by email to [rogerhough@stowmill.co.uk](mailto:rogerhough@stowmill.co.uk). Our Visitors Book has been removed from the mill in line with protocol prescribed by PASCUK.co.uk.