

## Jasmine Cottage Kirkby Lonsdale COVID19 Statement as at 16.5.20

We will only open when it is safe to do so and in full compliance with Government guidelines.

When carrying out our business we will operate safely and control the risks associated with our business.

Social distancing measures will always be followed. (For example, key access will be by a keylock – the keypad having been cleaned prior to guest arrival).

We will fully comply with any changes to lockdown procedures.

We will regularly review our procedures and update or change, as necessary.

The cottage will be professionally cleaned between guests, this will include but is not limited to door handles, light switches, all surfaces and floors. Surfaces will be kept as clear as possible to assist in regular cleaning during your stay.

Whilst we are a self-catering property, we will provide cleaning materials and anti-bacterial surface cleaners for guests use.

Prior to cleaning the cleaners will confirm that they do not have, nor are they living with anyone who has, any of the Covid19 symptoms or are currently self-isolating.

The cleaners will wear gloves and aprons (which are either disposable or washed at 60 degrees between each clean).

We will apply to be awarded the '[Kitemark](#)' as soon as this is launched to give our guests confidence in our procedures to protect them.

Laundry will be professionally laundered between each stay and in accordance with any relevant Government Guidelines.

### Cancellation Policy

#### **For general cancellations, our usual cancellation policy will apply:**

A booking is a legally binding contract. As we cannot guarantee to refund a cancelled holiday where we are unable to re-let, we recommend you arrange your own holiday insurance.

#### **Cancellation due to Government Lockdown or restrictions on travel:**

We will offer the option of rearranging your holiday at a mutually convenient time for a break of the same or lower cost. If the amendment results in a higher cost, the additional amount will be charged. If you are unable to rearrange your holiday, then a full refund will be offered. We reserve the right to charge a small administration fee for this if we incur any third-party costs in doing so (such as internet portal commission not refunded).

#### **Cancellation due to inability to travel as self-isolating or experiencing COVID19 symptoms:**

We will offer the option of rearranging your holiday at a mutually convenient time for a break of the same or lower cost. If the amendment results in a higher cost, the additional amount will be charged. Alternatively, you will be offered a credit note to use in the future which will be valid for 18 months. This can be used as full or part payment for break at Jasmine Cottage, Kirkby Lonsdale, LA6 2BP and cannot be exchanged for cash.