

## Guest COVID-19 Reporting Process

Controlling the spread of COVID-19 is a shared responsibility.

As hosts we have carried out a COVID-19 risk assessment and put measures in place to help keep you and our contractors safe whilst in the Old Stores.

**As a guest it is essential that you let us know immediately if you or anyone in your party displays COVID-19 symptoms during their stay.**

It is of paramount importance that we are informed of suspected and/or confirmed cases so that we can implement our post COVID contamination cleaning protocol once you leave at the end of your rental period. This will reduce the risk of spreading COVID-19 to future guests, contractors and the wider public

**Safety is our priority so we want to reassure guests that we will not recover any extra cleaning charges via their security deposit because of COVID-19.**

If a guest is showing COVID-19 symptoms everyone in your party should immediately self-isolate to minimise any risk of transmission and the affected guest should request a test.

If a positive COVID-19 test result is received the guests may choose to return home or may remain self-isolated in the cottage until the end of their rental period.

If the results of the COVID test are not received by the end of the rental period, guests must return home to self-isolate and await the test outcome.

If a guest cannot reasonably return home e.g. because they are not well enough to travel or cannot arrange transport the owner will discuss their circumstances with the local authorities and healthcare professionals.

We will maintain lines of communication with you to clearly understand the ongoing situation.