

Risk Assessment - Information for Guests

Please read through our Risk Assessment information before your arrival if you have an existing booking with us and if you are considering making a booking.

Risk Assessment Main Points:

Potential Hazards

- Contamination of the site by guests who are asymptomatic or who develop symptoms while in situ.
- Transmission of the virus between guests or between guests and contractors/suppliers.

Who is at Risk?

- Other guests on site or with subsequent bookings, particularly the elderly or those with underlying health conditions.
- Cleaning staff and owners and their immediate families, particularly if they care for relatives who are elderly or have underlying health conditions.
- The wider public locally.

Actions to Control Risk

- Anybody who is exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 14 days prior to their booking must follow the Government instruction to self-isolate and follow NHS guidelines. **They should not arrive on site.**
- Anybody in one of the vulnerable groups identified by the Government should follow Government advice to self-isolate. **They should not arrive on site.**
- **Additional visitors are strictly not allowed on site.**
- Contractors who are exhibiting symptoms or who have any reason to believe they may have come into contact with the virus within the previous 14 days should not come on site and they should follow NHS guidelines, and have completed their own risk assessment. If urgent maintenance work is required to the cottage, we will ask guest to vacate whilst work is carried out.
- We will ask guests to follow guidelines on social distancing. Caerfai Farm has 4 cottages. It is relatively easy for guests to avoid contact with each other. It is also possible to have a relaxing holiday without leaving the site.
- Instruction manuals for appliances are available in our cottages.
- If guests require help with general queries regarding the cottage, two contact telephone numbers will be provided for whilst they are staying with us; these contacts will also have video calling if necessary.

Guests are advised that there may be severely restricted opportunities to eat out at this time and they should be prepared to fully self-cater.

Implement Changes to cleaning policy:

We always strive to maintain extremely high standards of cleanliness within the cottages at Caerfai. Under normal conditions we also strive to maintain high standards of sustainability. We recognise that at this time some sustainable practices will need to be compromised. For example, washing and reusing cleaning cloths and using mostly natural cleaning products. We promise to resume these practices as soon as it is safe to do so however for the duration of the Covid-19 outbreak we have decided to adopt the cleaning practices recommended by Public Health England (PHE) for Cleaning in Non-Healthcare Settings <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

As guests may not exhibit symptoms until after they return home, we will treat every clean as if the guests had potentially been infected. Therefore, we will:

- Use “Fogging” (with compliant chemical EN14476) before and after a manual clean (to protect our cleaning staff and guests)
- Use disposable cloths and mop heads.
- Pay attention to frequently touched surfaces such as door handles and handrails.

To Protect our Cleaning Team we will:

- Provide rubber gloves and plastic aprons
- Limit the number of team members in any property to two at a time
- Ask guests to empty all bins and place tied bags into the external waste bins
- All waste will be double bagged
- Please keep to social distancing rules with guests from our other cottages

Protocol for guests who contract Covid-19 whilst on holiday with us:

Guests who suspect they have symptoms of Covid-19 whilst they are staying with us must:

- Contact 111 immediately for advice and arrange for a test to be carried out
- Inform us (the owners) immediately on one of the 2 telephone numbers provided
- Be advised by Public Health Wales NHS Team (through the 111 service)
- If the test is negative your holiday and subsequent bookings for that cottage can continue as normal.
- **If the test is positive, you and your fellow guests will need to vacate the cottage as soon as possible. Failure to do so will require a full payment of any cancelled follow-on booking.**

This advice/risk assessment is reviewed daily and altered accordingly. All information is correct at time of viewing.

Please note that the compliance with this Risk Assessment is a condition of booking.

We thank you for your patience and understanding at this time.

(Please email any questions you might have to info@caerfaifarm.co.uk)