



COVID SECURE STATEMENT - KEEPING YOU SAFE 1.07.20

MEMBER INFORMATION FOR GUESTS STAYING AT COURT COTTAGE, DARTMOUTH 2020/2021

Following the Government announcement that from the 4th July 2020 self-catering holiday accommodation can be used again, we are pleased to announce our holiday homes will be re-opening to members from the 10th July 2020.

We know it's going to be another busy holiday season and want to reassure members that we are making sure all the necessary plans and procedures are in place to enable bookings and holidays to resume as quickly as possible.

The information below should provide you with details about how we will be operating this holiday season in response to Covid-19, including our enhanced cleaning protocol along with guidance and amended procedures for guests staying with us in 2020.

THE IMPACT OF CORONAVIRUS WILL UNFORTUNATELY RESULT IN THE INEVITABLE CLOSURE OF SOME ON SITE FACILITIES AND SERVICES AT HILLFIELD VILLAGE THIS SEASON. PLEASE READ AND CONSIDER BEFORE YOU MAKE A BOOKING.

Further updates and information can be found on our website www.wmpben.co.uk

Thank you for your patience and understanding during this challenging time.

We politely ask all members to please not travel to our holiday property if you are feeling unwell or displaying any signs of Covid 19. Please contact our office on 0121 752 4919 and we will discuss your options.

IF YOU DEVELOP SYMPTOMS OF COVID-19 WHILE ON HOLIDAY

Should you or anyone in your party develop any symptoms whilst staying at Court Cottage or receive a track and trace alert please notify the Hillfield Village Reception immediately. It is important for the safety of all of Hillfield Village guests & staff, that you and all of your booking party, remain in your accommodation and await further guidance from reception staff.

We have been working closely with Hillfield Village to ensure recommended government guidelines are being followed, including enhanced property changeover cleaning procedures. Hillfield Village have also reviewed all aspects of the check-in procedures and will be keeping guest interaction at check-in to a minimum.

A plastic shield has been installed on the Reception desk and Reception opening hours this summer will be **Wednesday–Saturday 9.30am-5.30pm**, although it may on occasions be kept open on check-in days until 6.30pm, **noting the new check-in time of 5pm**. This new check-in time is to allow the housekeeping team adequate time to ensure all properties have been fully serviced in line with the new covid-19 cleaning guidelines.

OUR WELCOME PACKAGE

For the 2020/21 season we will be replacing our traditional Devonshire cream tea welcome gift with a specially selected bottle of wine. We hope guests will understand our reasons for making this temporary change.

SITE FACILITIES:

Tennis Court

The tennis court will continue to be available, with a court booking system in operation at Reception from Wednesday-Saturday. On the days Reception is closed (Sunday-Tuesday) Hillfields will be advising holiday guests that to allow as many people as possible to use the court throughout the day they should restrict their use of the court to a maximum of 1 hour each per day, noting it will not be possible to operate a reservation board on those days due to the risk of spreading the virus through contact with the reservation board/marker pen. Hillfields will continue to monitor the situation and make any necessary changes to this arrangement.

Hillfield Village is advising all holiday guests to bring their own tennis equipment. There will be a small stock of rackets and balls in Reception available for purchase, but tennis equipment cannot be hired or lent out.

Swimming pool, children's play area, shuffle board, public toilets and changing rooms

During the ongoing Covid-19 situation the safety of property owners and holiday guests is paramount and as a result Hillfields Village have taken the decision that the children's play area, shuffle board, swimming pool, public toilets and changing rooms will not be available this season in order to avoid any risk of spreading the covid-19 virus in these areas.

WHILST ON HILLFIELDS VILLAGE SITE

CHILDREN

Your children must be accompanied by an adult at all times. This is to ensure that social distancing is maintained on the park & they don't freely wander into others space.

The maintenance team at Hillfield Village will continue to ensure that public areas are kept clean and we ask all our members staying at Court Cottage to help them achieve this by not leaving rubbish in public areas and minimising contact with hard surfaces. To help people maintain the ability to hand sanitise, staff at Hillfields have installed hand sanitisers inside and outside of Reception. We will also be providing replacement anti-bacterial handwash for our guests at every change over.

BEFORE YOU DEPART

During these difficult times, there are a few things that we need to ask you to help us with to ensure that the housekeepers are as safe as possible after your departure.

Linen must be stripped from the beds and put into black bin liners, towels and bed linen must be placed in separate bin liners (additional bin liners will be left next to this notice).

Please leave mattress and pillow protectors on the beds.

All household refuse must be securely bagged up and deposited in the blue 'Zero' bins in the general waste refuse area, located at the top of the driveway near to the entrance.

All food must be removed or disposed of on departure.

Glass bottles must be removed from the property and disposed of in the glass bins located at the top of the driveway near to the entrance.

All dishes and kitchen equipment must be left clean and put away.

We ask kindly that you ensure that cleanliness is maintained as much as possible during your stay.

Check out promptly by 10am, returning the keys to a member of our Reception staff. Should the Reception be closed please deposit the keys into the locked security box to the right of the Reception door. The padlock code is 123.

Onsite building work at Hillfields

Due to Covid-19 the planned building work on site has had to be extended and it is now hoped that the current groundworks phase will be completed by mid-August.

We have been advised that the groundworks in the area adjacent to New Barn has now been completed and there will be no further construction works taking place in this area until the superstructure works commence after the summer holiday period. During the summer holiday period this area will be used solely for the parking of Hillfield Village staff vehicles.

The ongoing groundworks and car park in the lower section of the site will continue and it is hoped this work will be completed by mid-August.

Whilst there is ongoing construction works taking place the grass areas to the south of the site will remain out of bounds to the public in order to maintain a safe cordon around the construction compound.

Overflow Parking

Arrangements have been made for a temporary overflow hard standing car parking area to be provided during this summer holiday period. It will be located next to the swimming pool, outside of the construction compound, with directional signage leading to the parking area and a pedestrian walkway to/from the upper site. This car parking area will predominantly be utilised for guests staying in the Court Cottages (including our Ben Fund property).

THANK YOU

On behalf of all of us here at West Midlands Police Benevolent Fund we would like to wish you a very enjoyable and safe holiday. Thank you for your continued patience and understanding at this difficult time for all of us.

The West Midlands Police Benevolent Team