

COMMUNICATION AT HENTERVENE DURING COVID-19

GENERAL

Whilst we are still in the midst of this pandemic, we would appreciate you letting us know when you (or your visitors) will be coming to stay at the park.

SYMPTOMS OF COVID

Please under no circumstances come to Hentervene if you are showing any symptoms of Covid or have been asked to isolate under the track and trace scheme. We only have one small hospital in Cornwall should you require emergency treatment.

Also, if you develop symptoms whilst you are here or are asked to isolate through track or trace the guidance states; that if possible by use of car that you should make your way back to your main residence. Under no circumstances use public transport.

It is imperative that you inform us immediately if this is the case.

Please make sure that if you are allowing friends and family to use your holiday home that you ensure that you make contact with them before they set off to make sure they are well. Also, when they leave, please make contact with them again to ascertain if they have any symptoms and if they do let us know.

Making sure your unit is covid secure will be your responsibility. Happy to help with advice though as we will have cleaning procedures in place for our letting units.

GAS BOTTLES (Caravans only)

Using the means of contact below, if you require a gas bottle replacement please let us know and we will supply safely and with social distancing in mind, as soon as we can. We will then invoice the owner(s) for the gas to enable a bank transfer to take place.

WIFI CODES

If you require a wifi code, please email us and we will then reply with a code(s). You will need to let us know how many gadgets are in use.

DELIVERIES

If you are expecting any deliveries, please where possible get delivery days and time confirmed so that we can keep an eye out and direct them to your holiday home.

SUB-CONTRACTORS

We must be informed of any sub-contractors coming on to work or quote for work on your holiday home.

FAMILY AND FRIENDS

It is really important that any of your family or friends coming to stay in your holiday home are aware of the procedures that we have put in place.

THE LOCAL COMMUNITY

Local relationships are important to us and some are understandably apprehensive about the potential impacts of returning visitors; they will need reassurance demonstrated by our thoughtfulness.

CONTACT INFORMATION

Office Email: contact@hentervene.co.uk

Office telephone no. 01840 230365

Steve's mobile no. 07852 286382

Cathy's mobile no. 07943 646291