

Hentervene is now “**good to go**” having followed all the government guidance on opening.

**Before you come:**

We will contact you the day before arrival to ask you to confirm that you are showing no signs of Covid-19. Please let us know as soon as possible if you are unable to come due to Covid-19.

**Changes to arrival information:**

Normally we welcome our visitors and show them into the unit. This will now have to change to comply with social distancing as much as possible.

Our usual check in time is 3pm onwards, but we now need to make that 5pm to allow more time for the cleaning process. When you arrive give us a call us on 01840 230365 or 07943 646291. You can then remain in your car and we can show you to the unit and your parking space.

The unit will be unlocked and the key will have been left inside the unit on the table along with the information booklet.

**Changes inside the Unit:**

After every let we need to thoroughly clean all the items/surfaces in the unit including all the kitchen equipment. With this in mind, we have had to remove all non-essential items i.e. extra crockery, ornaments, etc. However, if there is something you really need let us know.

There will be no food items left in the unit apart from some teabags, coffee sachets, sugar and some milk so that you can put the kettle on when you arrive!

We will have removed all bed throws and cushions. However, we will provide clean bedding. Please do not strip the beds at the end of your stay.

Also provided in the unit will be; towels, bath mat, soap, toilet cleaner and loo brush, loo rolls, washing up liquid, t-towels, some dishwasher tabs, washing up cloth, sponge and cleaning spray and wipes.

There will be some books, games and DVDs available. They will have been in quarantine for a week before you come, so should be safe to handle.

Our units are usually very homely and we are sorry that they will be sparser than usual.

**Changes to facilities:**

At the moment we are unable to open our indoor games room until we receive further guidance. However, we have a play area and a big field to play in. Please bring any games equipment you might like to use in the field.

The laundry facilities will be open and further information will be in the booklet.

**Departure:**

The departure time is 10am and we really need to stick to this due to the extra cleaning involved.

Please do not leave any food or rubbish in the unit.

When you leave, if the weather allows, we would really appreciate you opening all the windows.

Please leave the key on the table.

We need you to message or call us to let us know you have left and also that you are well and not showing any symptoms of Covid-19.