

Guidance for Guests COVID-19 – updated 19th July 2021

The purpose of these guidelines is to inform all our guests of how we are responding to the challenges posed by COVID-19 and how we will operate.

Arrival

The properties at Maenporth are privately owned and various lettings agents operate on behalf of the owners.

Your letting agent will provide you with the relevant arrival information prior to your stay at Maenporth. This should include the front entrance barrier code as well as the key code for your property.

All guests must register their arrival at Maenporth via our online check-in. This ensures we are aware of the guests on site in case of an emergency.

We would also recommend that you make any advanced bookings for activities and local attractions.

For any guests who have been unable to use the online check-in facility, our reception staff will happily take the necessary details for registration.

Please note we are currently operating a cashless payment system and therefore unfortunately will not be able to take payment by cheque or cash.

Face Masks

From the 19th of July the requirement to wear a facemask in public indoor spaces has been removed.

We do recommend that masks are worn walking through the leisure centre where possible and staff will also continue to wear face masks. The leisure centre will also be well ventilated with patio doors open.

Social Distancing

From the 19th of July, the requirement to socially distance from others has been removed. We would ask guests to please be mindful and considerate to others who may still wish to adhere to social distancing measures.

Hygiene Procedures

We have increased the frequency of our cleaning routines at Maenporth. Staff are frequently cleaning and disinfecting objects and surfaces that are touched regularly.

The pool area is cleaned frequently and thoroughly throughout the day.

Hand sanitiser has been provided in all public areas.

Covid guidance

If you are symptomatic, or a member of your household is symptomatic, we must ask you not to travel to Maenporth.

Whilst staying at Maenporth, if you suspect you or one of your party may have symptoms of Coronavirus, please follow the government guidance and you must follow these steps:

- The guest showing symptoms must either stay in or return to their property immediately and remain there in self isolation.

- If they have not already done so, the individual showing symptoms must call NHS 111 immediately from their mobile or call 999 in the case of an emergency (i.e. if they are seriously ill, have breathing difficulties, are injured or their life is at risk) and outline their current symptoms.
- Whilst they wait for advice from NHS 111, they will remain in isolation from other people.
- Any incident will be reported to the Reception immediately, who will call Public Health England to advise them of the situation and seek advice and guidance. All incidents are reportable.
- We will then await to be advised by Public Health England as to what we do next and what steps need to be taken.
- Immediately upon receiving official advice and guidance, all guests and staff will be advised of what action needs to be taken. This communication will be taken as quickly as possible, once confirmed guidance has been received from PHE.
- We will need to find out who the person has been in close contact with and where they have been and what they have touched or might have touched.
- Any guest who has symptoms of COVID-19 will be required to leave Maenporth and return home as soon as possible.