



Safety for our guests and associates has always been a top priority for Seaview Holidays, we want our Guests to know that we are doing everything we can to welcome you to a clean and safe environment. “

Due to these extraordinary times, as a Guest staying in one of our cottages, you will notice a number of additions to our cleaning regime, designed to set an even higher standard of cleanliness in our accommodation. Specific areas of focus include:

- **Surface Areas:** COVID-19 has raised awareness about the importance of high-touch surface cleanliness. In public spaces, the company has added to our already rigorous cleaning standards. In Guest accommodation not only are we still using the high grade disinfectants anti-bacterial products maintaining our usual high standard, but we are then sanitizing and in particular concentrating on high activity areas for example door handles, light switches, utensil handles etc. After cleaning we are not allowing further access to the property until the Guest arrives to prevent contamination.
- **Guest Contact:** The CDC and WHO warn about direct, person-to-person contact as the primary way COVID-19 is spread. To help alleviate the risk of transmission this way, Seaview Holidays will be using signage in its public areas to remind guests to maintain social distancing protocols. We are also providing the Seaview Team with the necessary personal protective equipment and appropriate sanitizers. We are currently sourcing additional sanitizing equipment to provide sanitizing stations in public areas.
- **Sadly,** (but hopefully temporarily) you may notice we have withdrawn items such as scatter cushions and some personal items like ornaments, and literature. This is again to prevent contamination in any unnecessary items that are porous and could possibly become contaminated should infection occur.
- **Signage,** We apologise for the “overload” of advisory signage, it is necessary for our safety.
- **Our Linen** is sourced to us from an external supplier, it is not laundered on site. The Linen is despatched to us from a professional, commercial nationwide supplier with excellent hygiene standards, it is sent to us packaged in polythene and is only then handled by our Housekeepers taking all necessary precautions.
- **Café Blue,** due to social distancing, we will not be re-opening Café Blue this season. Free Wifi will still be available on the decked area outside the Café, but please observe social distancing and hygiene guidelines.
- **Sanitisation,** Further to our increased precautionary measures and the health declaration signed upon arrival, during your stay and throughout the season we will be conducting additional sanitisations of our properties. We will provide you with 24 hours’ notice and give your property a sanitisation with our anti-bacterial vaporiser and sanitise the high-risk areas around Salterns Village. We will need the property to be vacant whilst we conduct our sanitisation. When entering our reception please ensure you adhere to HMGov guidelines of social distancing and wearing a face mask. We will sanitise high risk areas in conjunction with our random sanitisations in-line with our stringent Health and Safety protocols.

What we need from our Guests.

- In response to COVID-19 we will be offering 2 ways of check-in. You can either check-in traditionally from our reception area, or you can check-in with our new contactless check-in procedure. If you would like a contactless check-in please call (01983 612330) or email (enquiries@seaview-holidays.co.uk) us prior to your arrival to advise our team of your preference.
- Our traditional check-in time has always been 4pm in peak times, for the Guests who have not taken advantage of the contactless check-in, we may have to stagger this, to prevent crowding around Reception. We will of course phone you and advise of your check-in time closer to your stay, should we foresee this becoming a necessity.
- We respectfully request that you and your party adhere to the rules of Social Distancing, and only one member of your party enters Receptions to “check-in” with other members of your party socially distancing outside, if you have any further questions after check-in, it would be helpful if you could phone Reception (01983 612330) or email enquiries@seaview-holidays.co.uk and we will endeavour to assist with your enquiry speedily.
- We request that you ensure obvious personal hygiene protocols, and use the anti-bacterial soaps provided in your cottage. If you encounter and speak with our Team Members on-site (we are aware many are like old friends to our regular guests), please remember to socially distance.
- Please understand that we may have had to remove some items you are used to having in your cottage, it is not an oversight, it is a safety precaution.
- We have left extra black bin liners in your cottage. Please safely dispose of your rubbish into these, and leave on your decked area for our Maintenance Team to collect. We apologise that we are unable to sort for recycling at this time.
- Should you have any maintenance or housekeeping issues during your stay, we would request you telephone Reception, who will arrange for the appropriate member of staff to visit your property. At this time, you and your party will be asked to temporarily vacate the property during their visit. The staff member will sanitize the cottage appropriately just before leaving the property.
- Should you become symptomatic during your stay, unfortunately you will have to return home immediately and follow the Government’s Guidelines for Isolation. Please telephone Reception to advise of your departure, having left your key in the front door. Should you require assistance in changing your ferry times, again please telephone Reception and we will try and arrange this for you.
- Upon arrival our guests will be required to sign a health declaration confirming that no party member has tested positive for COVID-19 in the last 14 days.