

Welcome to Hafren Forest Bunkhouse

We realise that for many of you there are some concerns when it comes to staying at the bunkhouse but rest assured our main objective is to ensure that you can visit with Confidence and with this in mind we invite you to read all about the preparations and procedures that we have implemented.

If the information below, does not answer your questions or concerns, then please do speak to us directly by telephoning us on 07871 740514 or emailing us info@hafrenforestbunkhouse.com

We look forward to welcoming you back to Hafren Forest Bunkhouse soon.

Our Approach

- In response to the COVID-19 pandemic we have enhanced our exacting standards to a new level across all aspects of our bunkhouse.
- The change we have implemented are based on the guidance we have received from HM Government, Public Health, and the National Health Service.
- We can confirm that we have complied with the government's 'COVID-19 Secure' guidance on managing the risk of COVID-19 in the workplace. Due to the constantly changing nature of this guidance and advice, our internal operating practices and protocols will be continuously reviewed and immediately updated. The information detailed below may therefore change without notice.
- As we are managing a Public Health issue, we expect the full support and co-operation of all of our guests. Only through our collective efforts can we successfully combat the spread of COVID-19 and keep each other safe and healthy.

Darren & Sarah

- We will not open if we show any symptoms of the virus.
- We will take temperature checks before entering the bunkhouse.
- We will be washing our hands (or use hand sanitiser).
- We will be required to follow official guidance on self-isolating.
- We will be required to wear PPE as appropriate.
- We will follow a policy of no physical contact and maintain social distancing, wherever possible.
- We have a new "no contact" protocols – including handshakes.
- We promise we will welcome you with warmth and a smile.

Our Valued Guests

If in the unfortunate case, you or a household member have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you don't travel and you contact us, and allow us to reschedule your stay. It is important to note, that for the safety of our guests and the safety of our team, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention.

- Your temperature will be taken at the Bunkhouse entrance and if your temperature is 38 degrees or above you and your group will be declined entry and your stay re-scheduled.
- Bunkhouse Guests will be asked to use the hand sanitiser at the entrance of the building before entering the accommodation.
- Please respect the social distancing measures in place.
- We have cleaned your bedroom with extra care and sanitised it.
- We ask that you do not put your luggage on the beds, and you use the plastic storage boxes under your bed for your personal items.
- We have removed non-essential items to minimise any contamination risk.
- Please use your allocated toilet at all times.
- Please only use your allocated Shower and please wash your hands when entering common areas and returning to your bedroom.
- Cash will not be accepted, unless arranged by prior agreement, bank transfers will be required prior to arrival. The group organiser will be expected to organise payment for the group so one payment is made.
- Sarah and Darren are responsible for all aspects of our 'COVID-19 Secure' operating plan. You can contact us at any time prior to, and during your stay, should you have concerns related to this or any other matter

Cleaning

We have been advised not to enter the accommodation unless it is in an emergency, we have provided you with cleaning materials and ask for the following.

- Enhanced cleaning programme in public areas with an increased frequency in disinfection of high touch areas. Door handles, light switches, kitchen surfaces, TV remote controls, Keys.
- Hand sanitising stations will be provided at the main entrance, entrance to the dining room and in the shower rooms, please use these when entering the

bunkhouse and kitchen area, and we encourage you wash your hands after going to the toilet and then use hand sanitiser.

- Housekeeping of the shower rooms and toilets after use.
- When the weather is favourable, we would encourage guests to eat at our outside dining areas.
- Our tablecloths are wipeable and we ask that you clean them with sanitizer after each use and wipe down the chairs at their touch points.
- Unfortunately, we have removed our games, and reading literature until further notice.
- We have removed all condiments and ask that you bring your own.
- On the day of your departure you must remove your bedding and place it in the laundry baskets provided.

We cannot wait to see you. Travel safe and stay well.