
The Booty, Salcombe

Welcome all to The Booty Salcombe.

In anticipation of sandy toes and salty kisses, sandcastle competitions and of course a chilled glass or two on the terrace, we thought we would give you a heads up in advance of your holiday here in Salcombe. Please do read carefully and do not hesitate to contact us directly should you have any queries. *(Contact details can be found below and in the house guide)*

Knowing that town and country may feel a little different this year with the current national health situation, we are writing to let you know of a few procedures that we have put in place at the property to reassure you of a safe and enjoyable stay in an open and welcoming town. This includes where to eat, shop, play and relax, cleaning procedures and more. Say goodbye to the slog of everyday life, homeschooling and supermarket shopping at 20 paces and hello to kick back coastal bliss in the countries finest seaside town.

As always, our team of housekeepers, chefs and hospitality service providers will be on hand to provide the very highest standards of service to you and your family should you need them to make this a truly special break in 2022. Due to the nature of the service industry this year services are limited, booking up fast and will be subject to availability. Where possible we will endeavour to accommodate last minute requests. Last season we launched the booking of additional services via our website to ease the process for you or as always, just call or email.

Below is everything ‘new’ that you should need to know including;

- Cleaning - Linen arrangements and Household items
- Concierge - A range of services to help our guests, for further details see website: <https://mhsalcombe.co.uk/concierge>

Please note 2 main requests from housekeeping

1. To strip beds on departure;
2. An adjustment to check in/out times 3pm and 11am respectfully.

For now, we wish you a restful break at The Booty and as always, should you need anything, whether it is chartering a yacht or sourcing a fruit de mer on your return from the beach, please don't hesitate to get in touch with either Andrew or myself. Our aim is to help make your stay as enjoyable as possible.

Cleaning

- Guests are kindly asked to strip all bedding, not protector covers, prior to leaving and place all linen including tea towels on the hallway bench
- Check-in 3pm**
- Check-out 11am, including cars removed from allocated parking, unless arranged in advance.
- Please leave the BBQ clean and tidy
- Please note failure to clean the BBQ will incur a £50 charge.
- Please use recycle bins where possible. Bins can be found on the terrace and recycling is collected every Friday in bags from the front gate to Devon Road.

For Additional Housekeeping options, such as mid-stay cleans and linen changes please see website and house guide for options and prices or contact us direct : <https://mhsalcombe.co.uk/housekeeping>

Well hasn't cleaning been a big debate? I have primed and bribed our housekeeper and cleaning staff to within an inch of my life with PPE, virus training gadgets and goodies galore and finally persuaded them to do same day cleaning and linen, unlike many of the local operators. I have even twisted her arm to allow the usual **check-out time at 11am** instead of the Salcombe wide 9am (who on earth would be ready to leave at 9am I ask? Perhaps there is a rare breed out there but not me). The team have agreed. **Whilst check is 3pm**, guest may park their car in the allocated parking bays from 1pm on the day of arrival. For the safety of our staff please do not enter the property early to drop bags off.

Additional time has been allocated to cleaning this year to provide safer accommodation for our guests and thus the adjustment to changeover times.

Stripping the beds allows our staff to avoid the direct contact with bedding and is really their only major request so we send our thanks in advance for your cooperation on this matter¹.

Please be reassured that the house will be thoroughly cleaned prior to your arrival. Our reviews on cleaning have always been superb for both The Booty and Merchants House and we aim to

¹Should you feel that this is not possible, please do contact us directly to discuss further.

continue this level of service as usual. Please note. **Only cleaning products provided in the house should be used**². We have a variety of fine and delicate surfaces which we feel takes our home from being an average holiday rental to a luxury experience more like a home from home. These include to name a few marble, stone, nickel and antique furniture, fixtures and fittings which will not take kindly to products containing bleach or strong acidic/ammonia based ingredients, let alone a ring of vintage rum or red wine. Surface protectors, trivets and coasters are provided in abundance for your convenience. A bottle of antibacterial/anti viral spray and hospital grade hand sanitiser will be provided on your arrival in the house along with antibacterial hand soap, and of course the more enjoyable toiletries for the bathrooms. White Company diffusers are also in place this year to erase the scent of cleaning product aromas and bring you back into coastal living harmony.

In line with government guidelines we will be using an antibacterial and anti viral cleaner throughout the property prior to your stay along with antibacterial washing supplements for linens. The best efforts will be put in place to cleanse all surfaces, fixtures and fittings complimented by additional staff training on hygienic and safe practise but we understandably cannot guarantee zero germs left in the building. **Hence your stay is at your risk.** High contact areas such as light switches, door handles, remote controls etc will have added attention.

Safer stays³ have suggested that non-essential items could be removed, but this is not a government guideline. If I were to remove all cushions, throws, books, magazines, toy boxes and ornaments, vases and pictures the house would not offer a home, more an empty cavity. I will be removing the decorative bed throws as these are rarely used in summer anyway and are harder to lauder at short notice. I will not be removing the paintings, nor the cushions, the drift wood ornaments will remain and soft plump cushions will still adorn the sofa after they have been sprayed each changeover with a antiviral fabric specific spray. The toy boxes will be available for children to enjoy and monopoly and more will be available on tap. We have many happy memories of staying in holiday homes in Salcombe and enjoying competitive board games addictive jigsaws and late night card games. I feel this is part of the experience should you want it. If you are concerned about games and toys, as I mentioned above cleaning products are provided and they are mostly in drawers and baskets thus can easily be left untouched, however the guidance from gov.uk on surface contact can be found on the government website. Finally please **do not flush anything down the toilet other than toilet paper.** Alas, my essay on cleaning is complete. <https://www.cottages.com/safer-stays> 43

²Any damage caused by the use of inappropriate cleaning products will be at the liability of guests and chargeable.

³ <https://www.cottages.com/safer-stays>

Food supplies

Well this has to be a top priority on a self-catering holiday doesn't it? Good food, good people and good wine I say. This year the restaurants may be limited in their services, although many have adapted and are already in full swing operating take away services and setting up their tables to accommodate as many as possible in house and on the terraces.

Salcombe being a small town has a small Co-Op, an even smaller Spar half way up the hill and a few small delicatessens, an artisan bakery and a butcher in town: However, given the current guidelines and the toy town size of many of these stores there may be long queues to enable social distancing. Please do try where possible to bring supplies with you or pre order from the local suppliers. If you want to take the hassle out of shopping, we can, subject to availability, source food in for your arrival⁴ from Marks and Spencers. This service is available on request by prior booking.

As part of our concierge services we offer in house catering services. Please see website <https://mhsalcombe.co.uk/in-house-catering> or call me on 07493 881 220 for further details.

Food to your door

Sometimes you just don't want to cook so let us deliver food to your door. There are many local providers of takeaway food and we are also offering for this year only the following options delivered to your door

BBQ banquets and beach picnic hampers

Lunch Picnic Hamper Option 1 - £24 per head 11.15am delivery

Salcombe Crab & Gruyere Tart, Homemade Pork & Chorizo Scotch Egg (*half*) with roasted Garlic Aioli, Chicken Shwarma Wraps with Coriander & Mango Mayo Cheese Box with Crackers, Grapes & Chutney, Chocolate Brownies with Strawberries

Lunch Picnic Hamper Option 2 - £24 per head 11.15am delivery

Sandwich Selection - please choose 3: Salcombe Crab with a Lemon & Black Pepper Mayo (£5 *supplement per head for crab*) Ham, Cheddar & Chutney, Egg Mayonnaise, Smoked Salmon & Cream Cheese & Lemon, Pork Pie slice with Dijon Mayo, Cheese Box with Crackers, Grapes & Chutney, Lemon Drizzle Cake

Evening Seafood Hamper - 5.30pm Delivery - £40 per head

⁴ This service is subject to availability and require pre booking

Smoked Salmon with homemade Tartare, Prawns with Marie-Rose, Smoked, Mackerel Pate, Fresh Salcombe Crab, Sides: Green Salad, Asian Quinoa Super Salad with Sesame Soy & Lime Potato Salad with Chives & Mint Bake House Fresh Crusty Bread

Evening Meat Hamper - 5.30pm Delivery - £40 per head

Sliced Roast Beef with homemade Horseradish, Coronation Chicken, Cold local sausages, Green Salad Asian Quinoa Super Salad, Sesame Soy & Lime Potato Salad, Chives & Mint Bake House Fresh Crusty Bread

Add ons.....

- **Chocolate profiteroles & strawberries for £8 per head**
- **West Country Cheese Box with Crackers, Grapes & Chutney £15 per head**

>> **Gluten free, Vegetarian & Vegan options available on request.**

These can be ordered for delivery by 11.15am in advance.

- ❖ **Seafood platter - Cooked lobster and white crab meat platter with prawns and sides of green salad, potato salad and garlic mayonnaise.**

These can be ordered in advance for delivery between 6-8pm

NB/ Please note that all food orders are subject to availability and prices may vary

The Salcombe Gin package

- ❖ **Bottle of Salcombe Gin 70cl or rose Salcombe Gin and 6 bottles of Fever Tree Tonic with grapefruit/lemon garnish £60**
- ❖ **Chilled case of champagne of your choice (price on request)**

To support local there are however a wealth of local companies across Devon offering fantastic quality groceries and many with home delivery services. These include:

Cranches Pantry

The Bake House Salcombe

PWJ Coleman Butchers

Aune Valley meat fruit and veg

Coombe Farm Organics.



For restaurants, local water sports, tide times and more please download the app, 'livelovevisitsalcombe'. It has been a life saver for many guests and even has the tide table in there too for your keen sailing enthusiast or beach hunter.

I hope you have a wonderful and relaxing holiday and please do get in touch if you need anything at all.

Best wishes,

Roberta
Merchants House & The Booty,
Salcombe

Email info@merchantshousesalcombe.co.uk

Tel: Andrew or Roberta 07507537223 or 07493881220