

DUNROAMIN, STAITHES - OUR COVID-19 POLICY – updated March 6th 2021

BOOKING WITH CONFIDENCE

We are delighted to be able to take bookings again for reservations starting after 12th April 2021 and look forward to welcoming back guests to Dunroamin. Please rest assured that we provide a flexible cancellation policy and are happy to re-schedule or - if this is not possible - refund any bookings taken that need to be cancelled due to government restrictions relating to Covid-19. With regard to illness, **it is essential that you to take out adequate travel insurance** to cover yourselves should you or any of your party be unable to travel due to Covid-related issues, and if you do need to cancel for this reason we would ask for official proof. To keep everyone safe we do ask you not to travel if any of your party are showing signs of, or have been in contact with anyone who has Covid-19. **Please be sure to check government guidelines that may restrict travelling outside of your local area.** Should you or any of your party develop symptoms during or up to 14 days after your stay we ask you to inform us immediately. Cancellations which do NOT relate to Covid-19 issues will be governed by our regular cancellation policy – see below.

CLEANING

Whilst we have always taken pride in the cleanliness of our cottage, with our housekeepers cleaning to the very highest standards at all times, routinely cleaning all surfaces, knobs and handles with disinfectant, we are now taking additional steps to ensure ALL hard surfaces are cleaned with disinfectant between stays. As such we are blocking out days in our calendar for regular deep cleans. Our housekeepers have all undertaken a Preventing COVID-19 course and can provide certification if required.

TEMPORARY CHANGES TO YOUR STAY

SHOES

We also ask that all shoes are removed at the door and not worn throughout the property. There is a crate underneath the sofa where you can store outdoor shoes.

PROVISIONS

Ordinarily we provide a few basic kitchen supplies, cushions and throws. These may be very limited at the moment. We will also ask that anything used within 72 hours of departure from the “entertainment” cupboard on the landing or the kitchen store cupboard is left out on the surface so our cleaners are aware and can take appropriate action.

We hope that you understand.

Keep safe.

Elizabeth and Simon.

Cancellation Policy for reasons other than Covid-19

Once payments have been made, please advise us in writing as soon as possible if you need to cancel your booking.

We will use all reasonable means to re-let the cottage and if we are successful, we will refund any deposits, balances and security bond payments paid before you notified us of your cancellation. If we are unable to re-let the cottage then the following charges will apply:

For cancellations made more than a month prior to the arrival date, you will lose any deposits/payments already made.

For cancellations made less than a month prior to the arrival date, you will lose the full balance.

The cost of the security bond will however be refunded in full.

We reserve the right to cancel a booking without returning the deposit if balance payments and/or security bond payments are not received within 3 days of the due date specified at the time of booking.

In the event of snow or inclement weather that means you are unable to travel/access the cottage for your holiday, we will not be able to give a refund. We will, however, do all we can to arrange alternative dates with you. Any agreement will be subject to availability and may incur additional rental charges if your choice of alternative dates falls within a higher price bracket.