

# Whale Waters

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## SELF CATERING LODGE

June 2020

The safety and wellbeing of our staff and guests at Whale Waters Self Catering Lodge is an absolute priority.

At the moment we are constantly monitoring the latest developments regarding COVID-19, and we are following government health advice on how best to assure the safety of our staff and guests in the current circumstances.

Hygiene and cleanliness will regularly be reviewed as well as our cleaning and hygiene protocols.

Great care will be given to all the different aspects from handwashing hygiene and cleaning product specifications to guest room and common area cleaning.

### **HEALTH AND SAFETY**

Our staff's will be well informed about the safety essentials on a regular bases to ensure an effective cleaning programme.

Ways in which staff are supported include:

**Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses and bacteria. Our Supervisor/Compliance Officer will make sure that it is adhered to on a daily basis.

**Wearing of Masks:** Staff will be wearing masks at all times on the premises

**Social Distancing:** Staff will be required to keep a safe distance of 1.5m

**Ongoing Training:** Our Staff will be educated on an ongoing basis on how to adhere to protocol and to broaden their knowledge of how to prevent the spread of viruses and bacteria.

### **CLEANING PRODUCTS AND PROTOCOLS**

Our cleaning protocols include:

**Guest Rooms:** Cleaning and disinfecting procedures to clean rooms in between guests' stays, focusing on high-touch items.

Rooms will be cleaned and disinfected during guests' stays as part of our standard operating procedures.

Guests will have the option of daily cleaning services or every 2 days.

**Public Areas:** Public areas will regularly be cleaned and disinfected during the course of the day, with a focus on the high-touch items in public areas, including door handles and light switches.

Hand sanitizers will be made readily available to all guests and staff members.

**Back of House:** Cleaning and disinfecting of areas where staff work “behind the scenes” will also receive the necessary attention. Particularly to areas like staff entrances, dressing rooms, laundry rooms etc.

## **Whale Waters Self Catering Lodge’s Cancellation Policy (updated on 01 June 2020)**

### **TRADING TERMS & CONDITIONS**

#### **Postponement and Cancellations**

Whilst there is a huge amount of uncertainty with regards to the worldwide impact of COVID-19, Whale Waters Self Catering Lodge is mindful that guests’ impending travel plans may need to change. We are fully committed to supporting our guests and trade partners through this time and will be open to more flexible booking and payment terms and conditions.

#### **Existing Reservations**

- Guests with existing bookings for travel after the 1st of June 2020 will be allowed to postpone their travel dates until the 20th of December 2021.
- The deposits paid to secure these bookings will be held by Whale Waters Self Catering Lodge for the new dates. In cases where guests cannot confirm their new travel dates, Whale Waters Self Catering Lodge will consider issuing a credit note.
- Previously quoted rates will be honoured for deferred travel outside of peak season.
- Should guests need to postpone again due to newly implemented travel restrictions, this would only be possible if the revised travel dates fall within the period of aforementioned travel restrictions.
- All bookings will revert to Whale Waters Self Catering Lodge’s original terms along with payment and cancellation policies, once the reservation has been moved to the new dates. Should guests wish to cancel their existing trip, Whale Water’s regular cancellation policy will apply:
  - 1 month before stay date: 50% of deposit is refundable.
  - 2 weeks before stay date: 25% of deposit is refundable.
  - Less than 2 weeks before stay date: 0% of deposit is refundable.

#### **New Reservations**

For all new bookings made for travel in 2020, the below policies will apply:

- 50% deposit payment is required at the time of booking.
  - Full payment is required 7 days prior to the arrival date.
- Should guests wish to cancel their existing trip, Whale Water’s regular cancellation policy will apply:
- 1 month before stay date: 50% of deposit is refundable.
  - 2 weeks before stay date: 25% of deposit is refundable.
  - Less than 2 weeks before stay date: 0% of deposit is refundable.

Should the same global conditions (i.e. varying worldwide travel restrictions) be in place from the 1st of June 2020, guests may consider postponing their bookings for stays in 2020 by up to a year after the original travel date and carrying forward 100% of the booking’s value to the future booking.

For all new bookings made for travel in 2021, Whale Waters' regular booking and cancellation policies apply – as per below:

- 50% deposit payment is required at the time of booking.
  - Full payment is required 7 days prior to the arrival date.
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- 1 month before stay date: 50% of deposit is refundable.
  - 2 weeks before stay date: 25% of deposit is refundable.
  - Less than 2 weeks before stay date: 0% of deposit is refundable.

These Terms and Conditions are subject to change.