

COVID-19

IMPORTANT INFORMATION

Penygelli Apartments

Newtown

01686 951497

07756448840

WELCOME BACK!

We are delighted to be able to welcome guests back to Penygelli Apartments and want to make your stay as safe and pleasant as possible.

The Welsh Government has announced that self-catering properties are allowed to take guests from 11th July onwards but only subject to certain conditions being met. We have been issued with guidelines and protocols that outline new cleaning and safety requirements.

WHAT WE'VE DONE

- Prepared a full Risk Assessment for our apartments.
- Prepared a thorough cleaning protocol.
- Complied with all the advice given to our industry by the Wales Tourism Alliance.
- Listened to and complied with the Welsh Government Guidance.
- Invested in a 'fogging machine' which is used after every guest
- Hand sanitisers (min 70% alcohol) installed at the top of the communal stairs and on the front door.
- Invested in virucidal disinfectant that destroys the virus certified for EN 14476.

As a result of these measures we have achieved the We're 'Good to Go' industry standard mark. In other words, we have been able to demonstrate to Visit Britain and Visit Wales that we are adhering to Government and public health guidance, have carried out a COVID-19 risk assessment and we have the required processes in place.

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HOW WE NOW CLEAN

We have always had a high level of cleaning on our apartments but now we go one step further.

- Every apartment is 'double cleaned' using a certified virucidal disinfectant that is known to destroy the virus certified EN 14476.
- We wear full PPE equipment including masks, gloves and aprons when entering or exiting the rooms. Gloves are changed between cleaning and new gloves are used when making up the rooms.
- All sheets, towels, pillow protectors, sofa covers etc are washed at a 60 degree wash between guests.
- All crockery, cooking equipment, glasses etc are washed through a dishwasher regardless of whether they have been used
- All literature which cannot be quarantined for 72 hours has been removed.
- All unnecessary soft furnishing e. scatter cushions have been removed.
- Disinfectant fogging machine (also using E14476) is used around the room before shutting the door awaiting your arrival.
- Keys, door handles, light switches etc cleaned between guests
- Front door handle, bannister, hand rails etc regularly cleaned throughout your stay

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WHAT HAS CHANGED

With all of the rules and regulations mean that things are slightly different from usual, and we will be asking for your cooperation with a few things

- We now need extra time for each changeover, so to give ourselves sufficient time to carry out these extra tasks thoroughly and efficiently we need to change arrival and departure times to 4pm arrival (rather than 3pm), and 10am departure (rather than the usual 11am).
- We understand it is inconvenient, but it is really important that you allow us this extra time to ensure everyone's safety. Please help us by observing these times.
- We can no longer provide 'welcome pack' as we usually do as these are classed as open packaging and regulations mean that these have had to be removed.
- We are unable to enter your room during your stay we ask that if you require any assistance or you are missing anything in your room please call/text/whatsapp us on 07756448840 anytime.

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WHAT WE HAVE TO ASK OF YOU

- Please ensure you wash your hands regularly and use the hand sanitisers regularly.
- Please be aware of when other guests may be in the communal area e.g. stairs and hallway and due to limited space please be mindful of others space.
- when you leave please open the main bedroom windows (if safe to do so) before you leave in order to ventilate the property for us.
- Please Strip your Beds before leaving – Not glamorous, on the last day of your holiday, we know. We are advised that the main route of transmission of the virus is airborne, and that the process of removing bedding could make any viral particles that may have been present in bedding airborne. This is why we are advised to ask guests to strip the beds themselves. We will be providing blue plastic bags for you to put the bedding in (under the sink). This will apply to all sheets, duvet covers, pillow cases and pillow protectors.
- Please empty all bins (including bathroom bins) and leave outside the front door.
- We have also reduced the quantity of some kitchen equipment, as the requirement to rewash every item between guests (even if it is clean) would not be possible in the time with the usual quantities – If you require any additional dishware for cooking please contact us via 07756448840 and we can leave this outside your room.
- You will find a selection of normal cleaning products which can be used during your stay. Once you leave if you could spray the colourful bottle (on hard surfaces only) as this is the antiviral disinfectant and needs to be left on surfaces for at least 5 minutes before washing off.

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IF YOU DEVELOP SYMPTOMS

The main symptoms of coronavirus (COVID-19) are:

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

We hope that you have a happy and healthy holiday. However, should a member of your party develop symptoms, **the Government advice is to return to your primary residence as soon as possible where you can be tested and to inform us of the situation.**

Please let us know ASAP if you develop any of the above symptoms. We have different protocols in place should there be a suspected case in our business. We all have to do our part to protect our families, our guests and our communities.

If you require medical assistance, please contact 101

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RULES IN WALES

- It is mandatory for people to wear a three-layer face covering while travelling on public transport in Wales and this includes taxis.
- it is not mandatory currently (30t August) to wear face coverings inside shops/restaurants
- In Wales we still have a 2-metre distancing rule so please be aware of this when visiting.
- The rules in Wales are that four households may meet inside, and those 4 households must 'bubble' together.
- Up to 30 people can meet outside and social distancing rules apply.
- All contact details/address details will be required for accurate 'Test, Track, Protect'
- 'Wash your hands regularly and bring enough hand sanitiser with you when you visit
- If you are staying in the area and experience symptoms (NHS Symptom Checker), you will be expected to return home immediately.
- Please respect our beaches and beauty spots and take your rubbish home.
- Plan your journey - check whether public toilets are open in the areas you are travelling to, as these may differ by town/county.
- Bars & Restaurants have reopened but many will operate a 'pre booking' policy.

Davies Apartment

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GENERAL INFO

- The front door is never locked so come and go as you please.
- The shower pump is located in the kitchen do please don't be alarmed by noise it's perfectly normal
- The window is an old Victorian sash window so please be careful when opening and closing.
- There is an iron and ironing board in the kitchen.
- Hairdryer in the draw
- SKY TV available with Sky Sports & Sky Movies

WIFI INFORMATION

Network Name: Penygelli Apartments

Wifi Password: Penygelli2

OUR CONTACT DETAILS

01686 951497

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TAXI NUMBERS

Baz Taxi: 07794 776605

Daves Taxi: 07564 391186

David Pugh Taxi: 07798 783994

Debbie Taxi: 07920 064174

Goldstar: 01686 628895

When calling a taxi ask for Penygelli, Wern Ddu Lane (just passed Morrisons). If you have any problems give us a call uswe are happy to book for you