



QUINTET COTTAGES

QUINTESSENTIALLY QUAIN AND QUIRKY

Health & Safety Guidelines

Please ensure you read and fully understand these Health & Safety Guidelines. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health and safety of others (as per the Terms & Conditions)

1. General Health & Safety conditions

- 1.1. Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. Smoking or Vaping is permitted outside in the shelter please ensure all your butts are removed and taken with you when you leave. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at your expense.
- 1.2. Pets: (Where applicable according to the main Terms & Conditions)
 - 1.2.1. Please do not let pets onto the furniture, especially sofas and bed,
 - 1.2.2. Guests are responsible for cleaning up after their pets,
 - 1.2.3. Please exercise pets outside the garden,
 - 1.2.4. Please do not leave pets unattended in the property.
 - 1.2.5. Please exercise pets outside the garden.
 - 1.2.6. Please do not leave pets unattended in the property.
- 1.3. Please do not move any furniture from one room to another.
- 1.4. Please lock the doors and close the windows when you leave the property unoccupied.
- 1.5. Please make sure you switch off lights, heating or any electrical appliances when you go out – we're an eco-friendly holiday home.
- 1.6. Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- 1.7. The exterior to our properties include lots of uneven surfaces, and all external surfaces are potentially hazardous especially in inclement weather, where surfaces may be slippery when wet. Guests are responsible at all times for their safety when on the property.
- 1.8. Please respect the community and keep noise levels to a minimum, especially between 11 pm and 8 am.
- 1.9. Barbecue – please use the designated barbecue area only.
- 1.10. Candles are not allowed inside the property.

2. Hot tub:

- 2.1. The hot tub is open until 23.00 daily. Please respect these timings out of respect for our neighbours.
- 2.2. Please use your own towels for the hot tub and not those of the accommodation.
- 2.3. Always keep the hot tub covered when not in use. This will conserve energy, and debris from falling into the tub.
- 2.4. If your hair is long, please put into a ponytail to avoid getting it caught in the filter or drain.

- 2.5. The hot tub is pre-set at 38 degrees celsius, which is just above body temperature. The water temperature should never be above this as this could lead to the body overheating. We assume that if you have children in your party that you take responsibility for their welfare.
- 2.6. DO NOT drink alcohol in the hot tub. The hot water will amplify and speed the effects of any alcohol. In addition to the risk of drowning, your body cannot regulate its temperature if you fall asleep – this can lead to serious overheating.
- 2.7. DO NOT use electrical devices including phones, radio, TVs or any other corded devices in or near the hot tub.
- 2.8. Always shower with soap and water before entering the hot tub, in order to remove any lotions etc - always shower after using the hot tub in order to remove chlorine etc.
- 2.9. Be cautious when using the hot tub during the winter. If the temperature outside the hot tub drops below freezing, water splashed over the edge can quickly create slippery surfaces.
- 2.10. Always be careful when exiting the hot tub.

WARNINGS

- 2.11. Pregnant women should avoid submerging their stomachs in a hot tub, as the temperature is far too hot for the foetus.
- 2.12. If you have heart disease, high blood pressure or diabetes you should check with your doctor before using a hot tub.

THIS HOT TUB IS TREATED WITH CHEMICALS, AS A NORMAL SWIMMING POOL WOULD BE, THEREFORE IF YOU ARE ALLERGIC TO THESE CHEMICALS, YOU SHOULD NOT USE THE HOT TUB. THE OWNER RESERVES THE RIGHT TO TEST THE WATER AT ANY TIME AND ADDRESS ANY ISSUES WITH THE WATER QUALITY.

- 2.13. We accept no responsibility for any reactions or illness you might experience following the use of this hot tub.
- 2.14. Any direct damage caused to this hot tub or its cover by anyone in your party should be reported to the owners.

3. COVID-19 and general cleaning.

At Quintet Cottages, our cleaning staff undertake a 5-step cleaning protocol in addition to observing and related local laws and guidelines and are continuing this regime even though regulations are being relaxed across the industry.

The 5 Steps include the following:

3.1. Step 1: Preparation

- 3.1.1. Ventilation of the space before and during cleaning when possible.
- 3.1.2. Use of disinfectants approved by the local regulatory agencies for use against COVID-19.
- 3.1.3. Washing/disinfecting of hands.

3.2. Step 2: Cleaning

- 3.2.1. Sweep, vacuum, dust and/or mop areas before sanitising.
- 3.2.2. Wash dishes and laundry at the highest heat setting possible.
- 3.2.3. Wipe down hard surfaces with soap and water.

3.3. Step 3: Sanitisation

- 3.3.1. Spray high-touch surfaces in each room with an approved disinfectant spray.

- 3.3.2. Let the disinfectant sit for the length of time specified on the product label.
- 3.3.3. Allow the surface to air-dry.
- 3.4. **Step 4: Checking**
 - 3.4.1. Refer to the best practices in each room-by-room checklist to make sure a spot hasn't been missed.
 - 3.4.2. Stop for a minute to look and check that nothing has been missed before writing the green slip.
- 3.5. **Step 5: Resetting**
 - 3.5.1. Washing of hands before replacing guest supplies, linen, and cleaning kits.
 - 3.5.2. Safely disposing of or washing cleaning supplies and protective gear.
 - 3.5.3. Not re-entering a room once it's been sanitised.
 - 3.5.4. Cleaning of equipment between each property.

4. Contact Us.

- 4.1. Any problem, complaint or cleanliness issue which the client may have concerning their accommodation (including the hot tub if applicable) must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
- 4.2. If you have any questions about these Terms, please email us