



SWANDOWN
at
Cricket St Thomas

Dear Guests,

We are looking forward to welcoming you to Swandown. This letter is to help inform you of the current changes at Swandown. Normally, we would meet and greet you in Reception, however during these challenging times we think it would be safer for all parties to minimise interaction. We will therefore leave your key in the front door of your lodge, along with the name of the person the booking is under. There is a sitemap on our website and there will be a map on the door of Reception so you can see which lodge you are staying in. If you are arriving late please contact us to arrange a safe key collection, this is so the lodge can be locked for security reasons.

Please note our new check out time of **9am** and check in time after **5pm**. This will allow us more time to clean your lodge. For a safer check-out, please leave your keys in your lodge when you leave. To help safeguard our cleaning staff, we are asking guests to strip the beds and put the laundry with towels and robes in the laundry bags provided. Thank you.

Following Hoseasons' advice we're sorry that a few things have been removed. These include – salt and pepper grinders, cushions from sofas, books, playing cards, games, puzzles, DVD's. These are all items that cannot easily be sanitised every changeover, removing them allows us more time to concentrate on cleaning the lodge thoroughly. Information folders have also been removed but all the information is available on our website www.swandown.net .

We aren't able to provide our usual welcome pack but have supplied each lodge with some sachets of tea, coffee and sugar and some milk so you can have a cuppa when you arrive!

Please comply with social distancing measures during your stay, however there is plenty of outside space and walks to enjoy, so this shouldn't be too much of an issue!

We're sorry that following government advice, the pool isn't open at this time and bikes aren't available to use. Please feel free to bring your own bikes (and locks) to enjoy the beautiful scenery at Cricket St. Thomas. The gym and pool facilities at the hotel are also currently unavailable.

If you show symptoms of COVID-19 during your stay, please request a test by calling 111 and inform Swandown management immediately. Please make your way to the test centre and continue your journey home from there. Do not return to the lodge. If you cannot return home for any reason, please discuss your situation with a healthcare professional and if necessary contact the local authority. Unfortunately we cannot allow you to isolate at Swandown.

Thank you for your support during these challenging times. We hope you have a wonderful stay.

Yours sincerely

Matt Taylor
Swandown Manager