



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. 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 have any doubts, ring the manager on 01460 30660. 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**. 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.

Following Hoseasons' advice we're sorry that a few things have been removed, including books, playing cards, salt and pepper grinders and olive oil bottles. Also information folders have been removed but all the information is available on our website [www.swandown.net](http://www.swandown.net). These are items that cannot easily be sanitised every changeover, removing them allows us more time to concentrate on cleaning the lodge thoroughly. Playing cards, games, puzzles and DVD's can be borrowed from Reception.

We have supplied each lodge with some sachets of tea, coffee and sugar and some milk and biscuits so you can have a cuppa when you arrive! There is an honesty shop in Reception with a few items in.

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!

The pool is open. Please book a slot using the pool rota outside reception. We are sorry but the bikes are no longer 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

A handwritten signature in blue ink that reads 'Matt Taylor'. The signature is written in a cursive, slightly slanted style.

Matt Taylor  
Swandown Manager