



AZ Letting

**Burrow Bungalow
Burrow Road
Seaton, EX12 2NF**

Phone: **07923022365**

E-mail: **admin@azletting.com**

Web Site: **www.azletting.com**

To our guests in Carisbrooke

Date: **25th June 2020**

Carisbrooke Booking Terms and Conditions **(Specific for Covid-19 pandemic)**

The following are specific conditions that we must implement during the covid-19 pandemic and take precedence over our standard Terms and Conditions:

1. You must not travel to your holiday let if you or any of your party are showing signs of any symptoms or are required to self-isolate under the test & trace system.
2. If you develop any symptoms of covid-19 during your stay, you must immediately leave the property, inform the owner and return home to self-isolate. You are not permitted under any circumstances to remain at the property with symptoms.
3. You must not arrive at the property before the check-in time which is 4:30pm.
4. The property will be prepared for your arrival and disinfected to the best of our ability. We will be removing items that are not easy to disinfect and could present a risk of infection such as reading material, games, DVDs, local information and advertising material. However, you must accept the risk that we cannot guarantee the property will be 100% disinfected and we cannot be held liable for any subsequent infection that you may experience.
5. As before we will supply the normal hand wash dispensers as washing with traditional soap and water is still the most effective defence against the Covid-19 virus. However, we request that you bring your own hand sanitiser for your own personal use. As advised, guests should wash their hands frequently during their stay.

6. Prior to departure please:
 - a. Make sure the property is clean and tidy to reduce risk to our cleaners. This includes ensuring that all waste is bagged and placed in the wheelie bin or placed in the appropriate recyclable containers (recycling instructions are provided).
 - b. Open all fanlight windows to air the property.
 - c. Strip all linen from beds and put the linen, along with all towels and dishcloths, in bags that will be provided.
 - d. Load the dishwasher with as much cutlery and crockery as has been used and put on the hottest cycle.
7. You must be ready and leave by 9:30am. This is to allow a fallow period before cleaning is carried out.

Yours faithfully

Allistair & Zoe
[AZ Letting]