

Heather Corner self catering holiday cottage

13 Prospect Street, Haworth, West Yorkshire BD22 8PX

COVID-19 Update

Covid-19 Travel Restrictions (National and Local Lockdowns) - We recognise the need for guest to alter their holidays.

1. If the government impose travel restrictions and lockdowns are in place which affect your travel dates we can move your holiday to a future available date or offer a full refund, including the deposit.
2. Any increase in the holiday cost - due to seasonal pricing will be charged.
3. If the revised holiday dates are cheaper, we will refund the difference if the balance has been paid, or reduce the final bill.
4. If we hit a turbulent time we may change the final balance due date to just 3 weeks prior to arrival (rather than 6 weeks see T & Cs) - this way it leaves arrangements to as near the date as possible and eliminates refunding transactions etc.

Travel insurance in place to cover illness and that COVID-19 is included.

1. Guest must ensure they have sufficient travel insurance.
2. If guested feel unwell, please do not travel to the cottage. Please contact us on 07890164912 and follow the government advice regarding testing etc.
3. If you test positive whilst at Heather Corner, all guests must leave immediately and isolate at home. You will not be allowed to isolate at the cottage as we will have guest arriving after you and we will need to carry out a thorough Covid deep clean prior to their arrival.
4. Refunds and changes of date will not be allowed and guest should claim on their travel insurance.

Our cleaning policy

Keeping out guests safe is paramount during these crazy times. Consequently, we have put in place new procedures.



We've always been paranoid about cleaning at Heather Corner - just look at our reviews and see the comments. But since the pandemic - we follow the strict guidance from PASC - Professional Association of Self- Catering UK and receive their monthly Covid Guidelines Newsletter. We have also been approved by VisitEngland and achieved their "Were Good to Go "accreditation.

- There is a 52 item checklist we adhere to and clean all touch points . We use products recommended by PASC guaranteed to kill the Covid-19 virus.
- All bedding and towels are washed at 60%
- There is still tea, coffee and sugar provided but now in sachets, not loose. Any left from a previous guest are removed and quarantined for 72 hours.

- Hand pumped soap dispensers have been removed and replaced by individually wrapped soaps.
- All the hard floors are steam cleaned with an industrial steamer.
- Cushions, games and a lot of ornaments have been removed.
- Throws over the bed are now in sealed containers if you wish to use, feel free.
- We ask all guests to strip the beds when they leave, including pillow protectors and place in a black bin bag provided together with towels, foot mats, tea towels and oven gloves. This is to protect the cleaners from any possible contact with the virus.
- Leave all toppers (unless soiled) and they will be fogged by the cleaners.
- We still offer our meet and greet service when guests arrive - but now wear face masks and whilst conducting the tour we don't touch anything in the cottage. However, if you prefer we don't meet face to face we can arrange to leave the key in the key safe.