

19<sup>th</sup> March 2020

Dear Guest

As we all face a period of uncertainty caused by the COVID-19 virus, I wanted to update our current and future customers on what we are doing as a business at Rosliston Forestry Centre to limit any disruption to your travel plans.

### **Health and safety is our number one priority**

At Rosliston Forestry Centre our key priority is always the health and wellbeing of our guests, our teams and their families. We continue to follow Government advice and we are taking all precautionary measures:

- We have no reported cases at our location.
- We offer tranquil breaks in a secluded rural location.
- The cabins at Rosliston are secluded and dotted amongst the forest.
- The very nature of our business means that there is very little social contact with others.
- The vast majority of our guests travel to us in their own vehicles and we have no pubs, nightclubs or busy communal areas.
- We have a responsibility to our staff, guests and the rural communities in which we operate. We are trying our best to run our business as usual, ensuring that our teams have jobs; providing guests with the opportunity for a break and continuing to trade with the small rural operators who rely on us to make a living.
- We are totally committed to ensuring UK tourism has a long-term future.

### **Our location remains open and fully operational**

Our cabins are in a secluded forest location. Each cabin is self-sufficient and is situated in spacious surroundings offering high quality personal space. The following approach is taken to cabin cleanliness:

- Prior to each new guest arrival our cabins are thoroughly cleaned using our own hygiene tested cleaning products.
- We are conducting thorough and regular briefings with all our customer-facing teams to ensure they are aware of the key steps to follow to help prevent the spread of Covid-19.

- We have developed and regularly test a number of scenarios and risks that may arise to ensure we are fully ready to respond quickly if required.
- Each cabin is supplied with an adequate amount of toilet paper for each stay.
- All bathrooms are equipped with hand soap, and we supply surface cleaner for the kitchen.

### **We have made changes to our operation to keep you safe**

In order to make your stay with us as safe and comfortable as possible, we have made the following changes to our on-location operation.

- Access to lodges will be made available with key collection arrangements at your lodge and not face to face in Reception.
- All site activities will be cancelled to minimise risk.
- A Duty Manager will be contactable by telephone should you have any problems or questions.

In order to help the efficiency of check-in we ask all guests to ensure their registration form is fully completed and returned electronically prior to arrival.

As a guest of Rosliston Forestry Centre, we ask that you follow government advice:

- Avoid touching your face
- Carry tissues with you
- Cover your nose and mouth with your tissues when you cough or sneeze
- Bin the tissue after use
- Wash your hands with soap and warm water for at least 20 seconds – the length of time it takes to sing 'Happy Birthday' twice.
- Use sanitiser gel where available

### **Should you wish to cancel, or if we cancel your booking:**

If you would like to cancel your booking with us, normal cancellation terms will apply.

Any guest who is departing in the next two weeks and is having to self-isolate has a choice of amending their booking for a future date of travel, or receiving a credit note to the value of their

holiday, both of which are valid for travel until 31st December 2021. For guests wishing to move their booking to the following year (same cabin type and price band), we will honour the original price paid.

If the situation changes and we cancel your booking due to closure following advice from relevant bodies such as the public health authority of England, Scotland or Wales, we will contact you as soon as possible and offer you the option of changing to an alternative date subject to availability.

If you would like to talk about your booking please call us on 01283 563483 or email [enquiries@roslistonforestrycentre.co.uk](mailto:enquiries@roslistonforestrycentre.co.uk)

The global situation is changing rapidly, and we continue to monitor the situation. We are well prepared to face these challenging times and are putting the safety and well-being of our customers and our teams at the forefront of our plans. As our location is away from the tourist hot spots, this can make a real difference to many local people and businesses. We continue to work with our network of local suppliers to support these businesses and local communities.

Our focus is to work hard to support the UK domestic tourism industry. We will continue to monitor and to keep you updated for your next Forest Lodge break.