

At Trevanion House Holidays, the health and safety of our guests and staff is our top priority. The risk of Coronavirus in the UK has recently been raised by the government to high, everyone must stay at home, and all but essential travel has been advised against.

We recognise that the situation is potentially unsettling and we would like to reassure you that we are closely monitoring developments and following government guidance. The hotel is temporarily closed due to government restrictions, and we will re-open again as soon as it is safe to do so. We are offering to transfer holidays to a later date, and will be contacting all guests affected to make alternative arrangements.

Please check the GOV.UK website for the most up-to-date information:

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

We would like to ask all of our guests and their carers to take the following sensible government advice:

- Wash hands regularly. Wash hands for at least 30 seconds and use an alcohol based hand sanitiser if soap and water is not available. <https://www.nhs.uk/live-well/healthy-body/best-way-to-your-hands/>
- Maintain good hygiene practices such as using tissues when coughing or sneezing, and dispose of the tissues immediately in a bin.
- Avoid touching your anywhere on your face with unwashed hands.
- Avoid close contact with anyone suffering from cold or flu symptoms.
- Stay at home as much as possible, and if you have to go out keep a distance of at least 2 metres (6 feet) away from others.

Once we open back, please inform Trevanion House Holidays prior to arrival if guests are feeling poorly, have a temperature, or may have been at risk of infection from Coronavirus or seasonal flu. For the safety of everyone, Trevanion House Holidays reserves the right to send home guests who are poorly on arrival.

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**If you have concerns about your holiday and how the current Coronavirus outbreak may affect your stay at Trevanion House Holidays Ltd, please read the following:**

We recommend to all guests at the time of booking that adequate travel insurance should be in place, which includes 'cancel for any reason' coverage.

Trevanion House Holidays will try to re-book your holiday for a later date, if possible before the end of September 2020, and any payments received will be transferred to the new booking.

Because all hotels have been forced to shut due to the restrictions in place, guests with holidays booked during that period will be able to claim a refund from their travel insurance company, should they opt not to postpone their holiday.