

Grove Farm Holiday Cottages Covid-19 Policy

At Grove Farm Holiday Cottages, we would like to offer guests reassurance about their planned stays with us and of the steps we are taking in light of the Covid-19 outbreak in the UK.

Remember if you are feeling unwell in any way, it's very important to stay at home

Cleanliness

We have always prided ourselves on the cleanliness of our cottages. However, we have introduced more rigorous cleaning in between bookings and will continue to do so going forward. Cleaning staff wash their hands with increased frequency and for the appropriate time. Each cottage is provided with cleaning materials during their stay.



Contact with Guests

The beauty of staying in a holiday cottage is that you can enjoy your stay with minimal contact with others. On arrival, keys to our cottages are available to access through their own individual key safes. Details are provided to all guests prior to their stay. In the light of the current circumstances, we will not come and greet you on arrival, unless you specifically request this. We live next door, so available if you need anything and can be contacted by text or phone call to 07515 646144.

Cancellation

We do take a deposit upon booking of 50% of the total value of the stay, with the remaining balance due before your arrive. The deposit is non-refundable for the 2 weeks prior to the stay. Therefore, if you think that you are going to have to cancel your booking, then please try to do so more than 2 weeks before you are due to arrive.

In current circumstances, if you do have to cancel at the last minute, then we will be happy to transfer the deposit already paid to another stay booked in the future, meaning that if you visit us another time (up until the end 2021), you will not lose any money.