



## **The extra steps we have taken to keep our guests, leaders, and staff safe in our HF Houses**

We have taken the necessary steps to keep our house teams, our guests, and leaders safe with the re-opening of our houses in line with scientific guidance and new laws around social distancing to control of the spread of Covid-19.

With the re-opening of our houses, we would ask all our guests to respect the measures we have put in place in accordance with the law to keep everyone safe.

### **Latest updates:**

- **Glen Coe** –We are currently unable to sell alcohol in the house. Guests will only be able to purchase non-alcoholic drinks during their stay.
- **Alnmouth** –Tables in our dining room will accommodate a maximum of 2 guests per table. Tables will be allocated as per the room allocation and guests who are travelling alone, they must also dine alone. Guests are not able to share a table unless they are in the same family group or bubble.
- **Brecon** – our house will close on the 23 October due to the latest government restrictions
- **Beddgelert** – our house will close on the 23 October due to the latest government restrictions

### **Rule of Six**

From 14 September the 'Rule of 6' in England, applies to groups meeting indoors and outdoors. There are some exceptions to this rule, and due to the stringent measures already in place on our holidays, we can continue to provide guided walking holidays with our current maximum group size of 15. We have followed the British Mountaineering Council guidance for groups of hill walkers, and these measures have been implemented by our leaders and adhered to by our guests. The guidance allows us to have groups of up to 30, but we would prefer to keep to our smaller group sizes.

Please note: We are currently only offering self-guided walking in Scotland.

As always, we ask that our guests adhere to the social distancing measures we have introduced in line with the law around 'Rule of Six', to keep our guests, leaders, and teams safe.

***If guests fail to adhere to the guidelines, they will be asked to leave the HF House.***

**Please note: If you are displaying symptoms of coronavirus, or live with someone with symptoms, please do not travel to an HF House.**



## **A Warm Welcome**

We have already welcomed 1000's of guests back to HF Holidays and welcomed many new guests too since the middle of July. They are all enjoying our usual warm hospitality and the ability to enjoy the great outdoors, albeit with a few changes to keep our guests, staff and leaders safe and well in these uncertain times.

## **Our Holidays**

In light of government guidance and the new laws, we have changed the way we normally run our holidays. Our main holiday offerings will be Self-Guided and Guided Walking holidays. Our guided walking programme will be designed around walks from our houses with no local transport needed. The programme has also been adapted so we can accommodate smaller groups per leader. These measures will help to keep our guests and leaders safe. We are gradually able to accommodate a selection of special interest breaks too, once again with minor adaptations to group sizes and the way the programme is being operated.

## **Guided Walking**

All our guided walking itineraries from the houses can be found on our website at [www.hfholidays.co.uk](http://www.hfholidays.co.uk) and are titled: **2020 Guided Walking**.

These can be found under the **Itinerary section** and under **Trip Notes** on each holiday. In addition, our leaders will be available to help you choose your ideal walks during your stay.

## **Self-Guided Walking**

All guests will be able to use our Discovery points for route information, and we will be providing guests complimentary access to the Ordnance Survey App during their stay. Further information can be found on page 8 of this document.

## **Our houses**

### **How many people will there be in each house?**

Based on the 1m+ social distancing guidance, we will reduce the overall number of guests staying at each house to allow ample space for social distancing around the house and in the dining areas.

### **Social Distancing Measures, and group sizes around the houses**

We are enjoying welcoming our guests back, but we still need to keep our distance. We have taken the necessary steps to space out furniture and seating in public areas. In addition, we may need to put in place a one-way system around the house. Adequate signage will be displayed to support the direction of travel to be followed by guests and staff.



We ask that our guests please adhere to the social distancing measures we have introduced in line with the law around '**Rule of Six**', to keep our guests, leaders, and teams safe.

### **Swimming Pools**

Our outdoor pools, as normal, are closed between October and April, and our indoor swimming pools will remain closed for the time being.

### **Boot Rooms:**

Boot rooms will be open with social distancing measures in place.

### **Lifts**

Our lifts will remain in service where available.

### **Communal Toilets**

Our communal toilets in the houses will be open for use and we are increasing the frequency of cleaning.

### **The Holiday Experience**

#### **Check in:**

To allow for additional cleaning of the bedrooms in between guest stays, we will be delaying the check in time until **4pm** for all guests.

During check in, guests will be allocated their meal sitting times for the duration of their stay where applicable.

#### **Bedrooms:**

We have removed all non-essential and reusable items from our rooms, including cushions, hairdryers, bathrobes, bed throws, and printed materials. Hairdryers will be available on request. Slippers will be available for guests staying in our Best or Better rooms.

#### **Welcome Information**

A Welcome Information Pack, providing details about the hotel and your holiday will be made available in each bedroom. This personal pack of information will detail what to expect during the stay in the house, the menu for the duration of your stay, dinner & picnic lunch order forms and the guest registration form for completion.

#### **Cleaning of the bedrooms:**

To ensure the safety of guests and the house teams, as a temporary measure, we will not be servicing rooms during a stay. Extra tea, coffee, milk, and toiletries will be made available on request for all guests. However, **it is recommended that guests bring their own toiletries for the duration of their stay**. Clean towels, and bin emptying will be available on request.



## **Dining**

We have reviewed the way that our dining experience is offered. We have adapted our food offering to remove all buffets and open food items. Menu's for the week will be available in your rooms on arrival.

Different sittings may / may not be required for breakfast and dinner due to the occupancy and size of the house. The sittings are as follows:

### **Breakfast:**

1st sitting 7.30am – 8.15am, 2nd sitting 8.30am – 9.15am

### **Dinner:**

1st sitting 6.30pm – 7.30pm, 2nd sitting 7.45pm – 8.45pm

**Please note:** Sittings will be allocated at time of arrival. Unfortunately, we are unable to take any special requests for preferred mealtime sittings.

We can offer one dining sitting at **Church Stretton, Bourton-on-the-water, Malhamdale, Selworthy, Abingworth, Coniston, Brecon, and Lulworth**. Breakfast will be served from 07:30 and dinner will be served from 19:00 at these houses.

After dinner coffee will be served in the bar/lounge.

### **Cutlery and condiments**

Cutlery will be available on the table for each meal and condiments will be wrapped and single use.

### **Breakfast**

Breakfast will be table service and will include a choice of yogurts, cereals, and fruit all individually served. Tea, coffee, and toast will be delivered to the table and a cooked breakfast will also be available to order.

### **Lunch**

Picnic lunches will be available, and these will need to be pre-ordered each evening during a stay. A picnic lunch order form will be available in each room for completion each day.

### **Dinner**

Evening meals will be table service. A dinner order form will be available in each room for completion.



### **The Bar**

The bar will be open, and we will be offering a table service. Payments will only be accepted by card. The bar will close at 10pm in accordance with new law. In Scotland the bar is unable to serve alcohol from the 9<sup>th</sup> October 2020.

### **Evenings**

At this time there will be no evening social programme.

### **Walks Talks – Guided Walking**

Due to the current government restrictions around public speaking, it is not possible to hold our regular pre-dinner evening walks presentations. We have updated the website with up to date information about the walks for each break.

All itineraries for our walking programme from the house can be found online and are titled: **2020 Guided Walking** under the itinerary and under Trip Notes. In addition, the leaders will be available to help you choose your ideal daily walk.

### **Check out:**

#### **Check out time: 10am**

Guests will need to settle their bill before departure and payments will only be possible by card.

### **Cleaning Standards and Protective Equipment at our houses**

To ensure the highest standards of cleanliness are met across all areas of our houses, we have adopted new cleaning protocols and retrained our teams.

As well as thorough cleaning from our house keeping teams, guests are encouraged to use the hand sanitisers and antibacterial soap provided.

#### **Hand sanitisers**

Hand sanitiser stations will be made available in frequently used public areas for guests and staff use. It is advisable to bring additional hand sanitiser for whilst you are out walking.

#### **Increased cleaning**

We will be increasing the frequency of cleaning in our public areas providing attention to frequently touched items including door handles and handrails.

#### **PPE**

We will ensure there is ample PPE (Personal Protection Equipment) where required for our house teams and these will be worn whilst on duty.



## **Additional Training**

Our teams have received additional training on our new cleaning protocols and measures needed to keep themselves and our guests safe.

## **Government guidance and legislation**

### **NHS Test and Trace APP**

From 24th September, all HF houses, will be operating NHS Test and Trace, as per Government legislation. NHS Test and Trace is a Government service designed to help identify and notify people who may have been exposed to the COVID-19 virus.

When visiting one of our houses, you will need to scan the NHS QR code which can be found on posters located at the entrance of the property using the NHS COVID-19 mobile phone app.

We will require one person (from a group of up to six people) to provide their name and contact details via the NHS COVID-19 mobile phone app.

Upon scanning, you will be asked to provide your name and contact details so you can be notified if you have been exposed to the virus.

Your records will be kept for 21 days by HF Holidays and we reserve the right to provide the data to NHS Test and Trace if requested.

This service is a legal requirement and is essential to us all reducing the spread of the virus and helping to save lives.

If you are not in possession of a smart phone, we will use the information provided to us on your registration form which will still need to be completed on arrival.

### **Downloading the APP**

You can download the app for free. To get started, go to Android's Google Play or Apple's App Store and search for "NHS Covid-19".

The app is available for smartphones only - not tablets, smartwatches or other devices.

The handsets must have Android 6.0 (released in 2015) or iOS 13.5 (released in May 2020) and Bluetooth 4.0 or higher.

Full information on NHS Test and Trace can be found [here](#).

### **Face coverings**

You must wear a face covering by law in public areas in hotels. This is mandatory in public spaces; however, face coverings will not be required whilst eating and drinking in the restaurant and bar areas or whilst you are outside our houses.

If you have an age, health, or disability reason for not wearing a face covering, you may feel more comfortable providing an exemption card. This is a personal choice not the law.

For more information, please click here to the latest information on the government guidance on face coverings.

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

We would therefore like to remind you to bring your personal supply of face coverings for the duration of your stay. We will have a supply face masks available for guests (should you forget to bring a face covering), in receipt of a donation to the Pathways Fund.

The government has provided the following guidance on sharing a room in a hotel and car sharing to try to control the spread of Coronavirus.

### **Room sharing**

You can stay in a hotel or similar accommodation with another household but should avoid sharing rooms with people you do not live with. You should also avoid socialising indoors, for example in another person's room, in reception areas, or in restaurants and bars

### **Car Sharing**

No matter where you live, you should try not to share a car with those outside your household or support bubble.

If you need to, try to:

- share the car with the same people each time
- keep to small groups of people at any one time
- open windows for ventilation
- travel side by side or behind other people, rather than facing them, where seating arrangements allow
- consider seating arrangements to maximise distance between people in the vehicle



- clean your car between journeys using standard cleaning products – make sure you clean door handles and other areas that people may touch
- ask the driver and passengers to wear a face covering

### **What can you do to help keep everyone safe?**

- Wearing a face mask/covering where required and please bring plenty of face coverings for the duration of your stay.
- Carry/use hand sanitiser
- Washing your hands frequently with soap and water when possible
- Covering your mouth and nose with a tissue or your sleeve when you cough or sneeze
- Avoiding passing round objects such as cameras & phones
- If you are displaying symptoms of coronavirus, please do not travel to an HF House

### **Ordnance Survey App**

All guests will have access to the Ordnance Survey App through our ongoing partnership. The details are.

#### **Your Ordnance Survey App 1-month FREE Subscription:**

- Your OS Maps promotional code is: **OSMAPSHFH**
- This will give you a 1-month free premium subscription to OS Maps.

Instructions to redeem:

- Go to the OS Maps 1-month subscription:
- <https://shop.ordnancesurvey.co.uk/os-maps-1-month-premium-subscription-1/>
- Add the product to your basket, and go to checkout page
- On the checkout page, beneath the basket summary on the right, enter the discount code (copy and paste are safest). Click update total and give it up to 30 seconds to apply. It should reset the basket price to zero (assuming nothing else is in there).
- Complete the checkout process. It should skip the payment section, but you will need to create an account (or sign in if you already have one).