



Welcoming guests back to our Country Houses in 2021

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

We are delighted once again to be welcoming guests back on holiday with us after the latest lockdown.

Just as in 2020, 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 rules around physical distancing to control 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 to keep everyone 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 Holidays House.

A Warm Welcome

Since July 2020, we have welcomed thousands of guests back to HF Holidays and welcomed many new guests too. They have all enjoyed our usual warm hospitality and the ability to enjoy the great outdoors, albeit with a few changes to keep our guests, team members 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 has been designed around walks from our houses with no transport (a few exceptions apply) until the 21 June 2021. These measures will help to keep our guests and leaders safe. We are also able to accommodate a selection of Special Interest breaks too, once again with minor adaptations to 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.

The applicable itinerary for your chosen holiday can be found under the **Itinerary section** and under **Trip Notes** on each holiday by date of departure. In addition, our leaders will be available to help you choose your ideal walks during your stay.



Self-Guided Walking

All guests on our self-guided breaks will be able to use our Discovery Points for route information.

Our Houses

Physical 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 physical distancing measures we have introduced to keep our guests, leaders, and teams safe.

Swimming Pools

All our swimming pools will remain closed until the end of June.

Boot Rooms:

Boot rooms will be open with physical 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 provided with their room keys and allocated their meal sitting times for the duration of their stay. Please note, it is not possible to allocate meal sitting times prior to arrival and requests will be on a first come, first served basis on arrival.

We are currently unable to serve afternoon tea on arrival but biscuits will be available in your room.

Welcome Information

A Welcome Information Pack providing details about the hotel and your holiday will be available in each bedroom. This personal pack of information will detail what to expect during your stay in the house, the menu for the duration of your



stay, dinner & picnic lunch order forms and the guest registration form for completion. This welcome pack will replace the normal welcome meeting.

Bedrooms:

We have removed all non-essential and reusable items from our rooms, including cushions, tissue boxes, bed throws, and printed materials. Bathrobes & slippers will be available for guests staying in our **Best** or **Better** rooms.

Cleaning of the Bedrooms:

To reduce the risk of cross contamination and to ensure the safety of guests and the house teams, as a temporary measure, we will not be servicing rooms during your stay. Extra tea, coffee, milk, and toiletries will be made available on request for all guests from the public area cleaner or from the Duty Manager. 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. Menus for the week will be available in your rooms on arrival.

Different sittings will 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. Breakfast times may be slightly different depending on walk departure times.

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. Bar opening times will be displayed at each house. Payments will only be accepted by card.

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. The walks available during your stay will be displayed on posters in the house for your perusal. Our leaders will be available in the bar / lounge area before and after dinner, prior to each walking day, to provide information on the walks available for the following day. In addition, the website contains up-to-date information about the walks for each holiday. To find your itinerary go to www.hfholidays.co.uk and select your walking holiday type, location and duration. Check the dates and prices tab for your itinerary version then check the itinerary tab for details of the walks on offer during your break. Please note that there may be some repeat walks. Each day, the latest weather forecast will be displayed for all guests to check to ensure appropriate clothing is worn for the walks.

Please note, if you decide to do your own walks, or you are on a self-guided walking holiday, you must complete an Independent Walker Card each day. These will be found near the Discovery Point in the house.

Check out:

Check out time: 10am

Please note, you will need to settle your bill before departure and payment will only be possible by card.

Special Request

If you own an Individual emergency shelter, please bring it with you.

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 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

All HF Holidays 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 EVERYONE to provide their name and contact details via the NHS COVID-19 mobile phone app.

PLEASE NOTE: YOU WILL BE REQUIRED TO SCAN THE APP EVERY DAY DURING YOUR STAY

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 on <https://www.covid19.nhs.uk/>

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 return for a donation to the Pathways Fund.

Please note, if travelling to Scotland or Wales, a face shield is not considered sufficient to prevent the spread of Covid-19, and anyone wearing a face shield is required to wear a face mask too.

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 or are not in your bubble.

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 Holidays House

We are really looking forward to welcoming you on your HF Holiday. Our team are ready to give you a warm welcome and a wonderful break.

See you soon!