

CRAFTY CAMPING COVID-19 INFORMATION,,

Safety of our guests and staff is and will continue to be our top priority. It is a joint effort to keep everyone safe and to retain the unique pleasure of spending a few days out in the woods.

With that firmly in mind we have implemented a wide range of measures for your safety including enhanced cleaning policies. When it comes to fresh air, isolation and distancing we are confident that we offer as safe an environment as any. There are now no shared facilities at all with total isolation & independence guaranteed.

We have been operating self check-in/check-out for 10 years and are therefore well versed in a contactless and distanced operation. Contact with staff is by means of the duty manager's mobile telephone.

On arrival guests walk from our car park to find their new home in the woods, following the map and instructions that are now provide electronically. All printed information has been removed from our spaces and is now available through our guest's information tab on our website. There are hand sanitisation stations upon arrival and throughout the site which must be used by all guests before commencing to your accommodation.

There are only 6 spaces in our 7 acre woodland and therefore no fear of overcrowding, unwanted or accidental contact with others. Only pre booked guests and visitors are permitted into the woods.

CHANGES TO HOW WE OPERATE

We have extended our arrival and departure times by one hour to self check-in after 4pm and depart by 10am. This is to facilitate the additional cleaning regime needed between stays. Your accommodation will have been cleaned and disinfected with extra care and sanitised using an antiviral fogging machine prior to deep cleaning. All non-essential items such as cushions, throws etc have been removed to reduce cross contamination risk.

Due to the additional cleaning regime and for the safety of our staff and guests we will no longer be able to offer early check in or delayed departure.

Guests are asked to empty their bins and recycling directly into the central bins so that staff do not handle them and to strip beds and put linen into the laundry bags provided in each room for the same reason.

In order to be able to offer entirely contactless, luxury glamping, we have closed all shared spaces. We can no longer provide complimentary cereal but sachets of ground coffee and tea are provided in your own space. Guests still need to bring their own food, milk etc, full details of what to bring are on the pre arrival information pdf on our guest information tab of our website.

Unfortunately, we will no longer be running courses due to the prolonged close proximity, shared specialist tools & group size restrictions.

We sell some items on site such as wine, fizz, cider, kindling & frozen pizza dough. This self service shop has been moved outside to the log store & payment is now cash free & contactless via the shop tab on our website.

The leather information folders have been removed from each space & replaced (along with all other information printouts) by electronic versions on the gusts information page on our website.

We have invested in a duplicate set of pillows for the whole site & these are rotated so that there is a gap in-between use, they are fogged with antiviral spray before being aired and stored.

ACCOMMODATION

The Woodman's Treehouse was already entirely self-contained. The glamping spaces have been refurbished & upgraded. Each of them is also now entirely self-contained & isolated with their own private cooking facilities in their own woodland clearings which are between 30ft & 100ft apart. Every glamping space now has the following

1. Private flushing loo and basin
2. Piping hot tree shower (mains water)
3. Log burning stove (inside)
4. Morso wood fired pizza oven
5. Refrigerator with ice box
6. Washing-up sink with hot and cold mains drinking water.
7. Their own set of crockery, glasses, cutlery, kitchen utensils etc.
8. Gas cooking ring with kettle
9. BBQ
10. Large parasol for all weather al fresco living.

We have closed two of the three bell tents as they used to share toilets, a 'tree shower' and washing up facilities. Twybil the bell tent remains (with a new tent and fly sheet) and now has exclusive use of what used to be shared facilities to bring it up to the same COVID-19 secure level as all of the other spaces.

All the existing luxuries remain where it is safe to retain them, including electric blankets, heated towel rails, fluffy white towels and hammocks.

We are constantly reviewing our Covid-19 risk assessment, staff & guest protocols in line with the latest government guidelines. Due to the changing nature of this guidance and advice the information here may change without notice.

There is a strong and fast 4g signal in the woods for those who are now hooked on Zoom or remote working - albeit with a beautiful woodland background to explain.

COVID-19 CANCELATIONS FOR BOOKINGS MADE IN COVID AWARE TIMES (23RD MARCH 2020 ONWARDS)

IF WE ARE NOT ABLE TO OFFER THE SERVICE DUE TO ANOTHER GOVERNMENT SHUTDOWN OF HOSPITALITY PROVIDERS:

Following the loss of income for half of the 2020 season & resultant emergency borrowing it would not be affordable for us to offer cash refunds to every guest if we were to be forced to shut down for a second time.

In order to be able to ensure that we can continue trading when allowed to re-open for a second time we will offer free date moves for the original price - the usual date move administration fees will be waived. This would impact our long term cash flow due to the loss of income later on but it will mean that nobody loses their money and all existing bookings will be honoured and guests will still have something to look forward to when restrictions are lifted again. It's not ideal but the best compromise that we can offer under the circumstances whilst protecting future bookings & the viability of our small family business.

IF GUESTS HAVE TO CANCEL DUE TO HAVING COVID SYMPTOMS, HAVING TO SELF ISOLATE OR LOCAL TRAVEL RESTRICTIONS WHERE THEY LIVE BUT WE ARE STILL OPEN FOR BUSINESS:

We will do our best to re-sell the reservation & if we do re-sell it we will refund the total amount less 15% to cover admin and costs (paypal fees etc). If we are unable to re-sell the space no refund will be payable.