



Covid Compliance Measures

We would like to reassure everyone that the safety and wellbeing of our guests, staff, family and community is our top priority so we have conducted a Covid-19 risk assessment of our business and will be putting in the following measures.

Social Distancing

Our site has been designed to ensure each tent allows plenty of space and privacy for our guests which easily allows social distancing. Each tent is self-contained with its own kitchen area, bedrooms and bathroom on the back deck. There is also an outside front decking area, with seating, picnic bench and fire pit/bbq.

We ask all our guests to work with us and to adhere to social distancing at all times and to remain aware of other guests on the main track, car park area and near the Honesty Shop. There will only be one family permitted in the shop at any time and other guests asked to wait outside whilst socially distancing. There will be signs around the site reminding guests of this.

On check in, we will happily meet guests as usual next to the hen house whilst socially distancing, show you to your tent and will remain outside of your tent. There is guidance on the table but do please of course ask any questions. If you would rather have a self-check in with no contact, that is completely fine and drop me a text beforehand to let me know.

Guests will be asked to use sanitiser hand gel on arrival at Aller Farm and before entering the shop.

Enhanced Cleaning

To reduce the risk of cross contamination the following measures will be in place:

- All hard surfaces will be thoroughly cleaned and disinfected between stays
- All bed linen will be washed at high temperatures and left for you to make up your beds when you arrive
- Disinfectant aerosol sprays used on curtains
- Cleaning staff will wear a new set of disposable gloves and apron for every tent
- Other touch points will be disinfected between stays
- Doors and windows to be open during changeover
- Guests will be encouraged to regularly wash hands particularly when returning to the site, handwashing facilities are in the tent
- 2 wheelbarrows allocated per tent will be labelled for the duration of your stay

- Guests will be asked to check out promptly at **9.30am** to ensure enough time for a thorough clean
- Antibacterial soap and hand sanitiser will be provided in each tent

Finally, all guests are asked to check for any Covid 19 symptoms before leaving home and asked not to travel if displaying any symptoms. Please stay updated by looking at www.gov.uk if you have any further questions please contact us at info@allerfarm.co.uk

Other FAQ's

Hopefully the below will answer any queries that you may have about your stay or any future bookings during this difficult time. The safety and wellbeing of all guests, Aller Farm Team and community are of the utmost importance to us.

Is there anything different that I need to bring?

Please bring your own towels, unless ordered as an extra during booking. We will request that when leaving you remove all the sheets, duvet covers and pillow cases and put in the plastic laundry bag provided, tie the bag and bring the bag to 'used linen' drop off point in the Honesty Shop.

We have reduced the amount of kitchenware to a bare minimum to lessen contact points, but still ensuring that you have everything you need.

Please remember to bring all tea towels, cleaning cloths, washing up liquid and hand gel.

Meeting other people whilst on site?

We have taken the decision that we will conduct Farm Tours and pizza evenings, however, families will need to socially distance from other families and refrain from touching gates, rails etc wherever possible. We will still offer to make pizzas to cook in the bread oven if requested. Guests will be encouraged to keep to social distancing measures at all time. We are surrounded by space, acres of it, so do take advantage by enjoying the local walks and beaches.

Will the Honesty Shop be open?

Yes, it will be guest led and on a one family at a time basis to ensure social distancing rules adhered to. The freezer will have labelled freezer blocks for each tent, please make sure that they are put back in the correct box, they will be fully disinfected between each guests. All communal den kits, explorer kits, toys, games, washing machine and sinks will be unavailable.

If you have any further questions, please do contact me at info@allerfarm.co.uk and we will be happy to help.

Best wishes and stay safe

Nigel, Emma and boys