

## Keswick View

### COVID-19 Guidance for Guests

To ensure that your party and other guests enjoy a safe holiday, please observe the following rules:

- **Do not travel to Keswick View if you or any of your party have Covid-19 symptoms.** Instead, follow UK government guidance for self-isolation.
- If you or any of your party experience Covid-19 symptoms while staying at Keswick View, return home immediately and notify North Lakeland Management (see below).  
**Do not self-isolate at Keswick View.**
- **You are strongly advised to take out travel insurance.** We cannot refund payments for late cancellation or early departure due to sickness.
- Before your arrival, we will thoroughly clean your apartment and shared areas, such as the entrance hall, stairs and laundry/drying room, focusing upon contact points such as key safes and keys, door handles, work surfaces, remote controls, stair rails etc.
- On arrival, **access to your apartment may not be possible before 3pm** to allow our cleaning staff time to finish cleaning and minimise risk of contact. Your keys will be available in the key safe when cleaning is complete.
- Whenever you enter Keswick View, use the NHS Covid-19 app on your smartphone to scan the QR code on the NHS Test & Trace QR poster located in the main hall (Whinlatter or Castlerigg apartments) or inside Garden apartment.
- We will provide antiseptic cleaner and disposable cloths to wipe down the kitchen and bathroom work surfaces before departure. Please dispose of these cloths with all your rubbish in sealed bin-bags in the dustbin located in the car park.
- On departure, **leave promptly before 10am** to avoid contact with our cleaning staff.
- **Observe social distancing in shared areas.** In particular, avoid close contact with guests from other parties while using the car park, climbing stairs, or using the side passage.
- **Please wear a mask in the hallway and on stairs**
- **Wash your hands or use hand sanitiser** when returning to or leaving your apartment
- Guests from only one party may use the laundry/drying room at the same time. Wash/sanitise hands before/after use. Bikes may be stored, but do not leave boots or clothing in this room.
- Reference information is provided in your apartment (e.g. appliance manuals, local amenities). Where applicable, please refer to this before calling for assistance.
- **If you have any problems during your stay, call North Lakeland Management on 07818 085958 or 01768 771392**
- We will attempt to resolve any problems over the phone. If a visit is required, please observe social distancing when dealing with our staff, who will be issued with appropriate personal protective equipment (PPE).