



COVID-19 Safety Protocol for residential stays at Eden Rise

Here at Eden Rise, our main priority is to create a safe and comfortable space for groups to enjoy our homely tranquil setting. To ensure health and safety standards remain at the top of our agenda, we have compiled a list of sensible safety measures for ourselves and guests wishing to reside at our self-catering venue.

We want to create an operational space that follows the regulations and advice set out by the UK government and health authorities, however in order to protect our guest's and staff members, we must work together in achieving this safe standard.

We strongly advise guests who are vulnerable, have an underlying health condition, or are pregnant, to seriously consider their health choices before joining residential groups at Eden Rise.

[Get the latest NHS information and advice about coronavirus \(COVID-19\).](#)

Bookings

- Please adhere to the [latest government guidelines](#) when making your booking.
- Between each booking there will be a 1/2-day gap to allow for airing and deep cleaning.
- Groups must strictly arrive no earlier than 3pm on their arrival date and leave by 5pm on their departure date.
- People who have been in contact with someone who has coronavirus symptoms, and show symptoms themselves should follow the [NHS guidelines](#).

During your stay

- Groups should keep to the main building, garden/terrace areas and stay to the venue's grounds and driveway. **Please respect the caretakers living space and refrain from going near their caravans onsite.**
- The surrounding field in front of Eden Rise (Yeoland) is private land with permissive walking access for Eden Rise residents, however please note that entry onto this land is at the person's own risk and not covered under Eden Rise Insurance or Risk Assessments.
- For emergencies concerning the building or mechanical operations, guests should first look in the Welcome Pack for answers to any problems. Secondly phone the caretakers mobile number whom are available to assist during bookings (or for emergency situations and you cannot get a reply from the caretakers there are other managerial contact numbers in the Welcome Pack and pinned on the entrance board). **Please refrain from knocking on the caretaker's caravans to get assistance, firstly call their mobile number provided or holler at a distance in case of extreme emergencies (note they are not always onsite).**
- Our sauna facility and compost toilet (outside) will remain temporarily closed, apologies.

- Groups should abide by the [social distancing guidelines](#) set by the UK government. It is everyone's responsibility to keep to this recommended distance where possible for health and safety reasons.
- Bringing food and goods onsite; make sure you wash food thoroughly and wipe packaging brought from outside establishments and stay alert to potential germs. See [guidance for consumers on coronavirus and food](#).
- Please write any accidents in the accident book provided, full health and safety guidelines and relevant location details are included in the Welcome Pack.
- Keep to safe social distancing guidelines should any external persons require access to the building in case of a building emergency (e.g. fire alarm activation, water leak).
- If anyone should become unwell during their stay, please get medical advice immediately. Emergency contact details are provided in the Welcome Pack.

Handwashing and Respiratory Hygiene

There are general principles you can follow to help with personal hygiene and the spread of respiratory viruses, these include:

- washing your hands regularly - with soap and water for at least 20 seconds or use a hand sanitiser before you enter/leave the building, when you blow your nose, sneeze or cough, eat or handle food, touch something unhygienic or items not belonging to you. We have provided hand soap at every sink in the building for your convenience. Please view the [NHS hand washing video](#).
- avoid touching your eyes, nose, and mouth with unwashed hands (maintain self-care).
- cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands afterwards (be socially responsible).

Cleaning Measures before Departure

There are certain cleaning instructions, apart from the departure cleaning requirements highlighted within the Welcome Pack, to abide by before you leave the building and site. These are in place specifically to prevent the unnecessary spread of viruses/germs to our workers and other guests subsequently using the premises.

- Any linen used must be neatly folded and placed within the linen bags provided and left near the entrance area of the building (linen bags will be left in the kitchen).
- All rubbish to be sorted and put into the correct wheelie bins located at the outside refuge area, this includes emptying the dustbins in toilets and bedrooms (blue/clear recycling bags and black refuse bags provided in the kitchen). All glass to be removed from the premises for disposal (we do not have glass recycling facilities onsite).
- Make sure all kitchen equipment, crockery and utensils are thoroughly clean, use hot water when washing up.
- For any extras ordered (e.g. firewood, linen, or washing/dryer machine usage), please remember to fill out the extras form, and if paying by cash please leave cash in the envelope provided. Otherwise we will invoice you after your stay.
- Leave common surfaces clean and disinfected before departure (e.g. kitchen work surfaces and table), cleaning products are available for your use throughout your stay (located in the kitchen alcove next to the toilet).
- Please leave all the upstairs windows in the bedrooms open to air the rooms (not the terrace doors).

Our Safety and Hygiene Measures

We want to assure guest that our property is well looked after by our caretakers and housekeepers, and we constantly follow the highest hygiene and cleanliness standards.

- There will be a gap of 2/3-days between bookings to allow the building, surfaces, and spaces to air with enough time for our housekeeping team to safely clean the venue.
- All our staff use gloves, aprons and masks when cleaning the building.
- The inside of the building will be thoroughly deep cleaned with the main surfaces, toilet/shower facilities, kitchen areas and common surfaces disinfected.
- We use a microbe shield spray on all door handles, toilet handles, light switches and common surfaces that kill 99.9% of germs/viruses and lasts for 30 days.
- We have various signage in and around the building for your health and safety, please take notice of these for your own benefit.
- A Welcome Pack is available onsite and includes the following: operational instructions, health and safety measures, emergency contact details, risk assessments and departure instructions. Please take time to peruse this pack, many potential questions will be answered in this pack.
- We have two caretakers living onsite who maintain the building and grounds, if you need emergency assistance please contact them via the mobile number provided and they can provide help and guidance while at a safe distance.

We hope these safety measures will help you feel more comfortable and secure at Eden Rise, we will be constantly monitoring any governmental changes and updating our protocol as required.

Should you have any questions please contact me directly.

With best wishes and thanks,

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