



## **Covid-19 Information**

We understand that these are very uncertain times, and whilst you may be thinking of planning a short-break or longer holiday, you may also be wondering what happens if restrictions mean you cannot travel.

### **Our Cancellation Policy**

If Government restrictions mean that you are unable to travel, or we are unable to host you, we will happily move your booking to alternative dates, or in the event of being unable to rearrange your stay we will offer full-refund.

However, please note in the event that you decide to cancel your booking due to personal choice relating to Covid-19 our normal cancellation policy will apply. See our full T&C's.

### **Covid-19 Measures**

The safety of our guests is extremely important to us. We have put in place Covid-19 safety measures for the welfare of all our guests. These will be regularly reviewed in line with current guidance.

- Hand sanitiser will be provided in The Snug that we would kindly ask all guests to use each time they enter the property.
- Whilst bedlinen, bath towels & tea towels will be provided, guests are more than welcome to bring their own linen and/or duvets & pillows. Just let us know in advance of your arrival date if you wish to do so.
- We will be providing our welcome information by email and will be removing our books, maps and pamphlets from the property as these cannot safely be cleaned. However, the local Tourist Information Centre holds plenty of information, maps etc. and we are more than happy to help with questions on the local area/activities.
- At the end of each stay we are kindly asking guests to strip the beds (if using our bedlinen), placing all items in the linen bags provided.
- We are also asking guests to empty bins and place all rubbish, securely tied in the black bags provided.
- After guests have vacated The Snug, the property will be well ventilated, before a thorough clean is carried out in line with current guidance.
- A full Covid-19 cleaning check list will be provided for every stay so you can be assured of the steps we have taken to ensure The Snug is clean and safe for your stay.

If you have any further questions or queries, please do not hesitate to contact us at [stay@thesnug-stdavids.co.uk](mailto:stay@thesnug-stdavids.co.uk)

Best wishes  
Laura & Sean