



Lower Campscott Farm is Good To Go



Our aim is to make your holiday at Lower Campscott Farm as safe and enjoyable as possible. There have been some changes, which we have detailed below, showing what we are doing to ensure your safety, and what you can do to help us.

We have successfully achieved the Visit Britain “We’re Good To Go” industry standard which ensures we adhere to best practice.

We have also undertaken a farm wide risk assessment and there have been some changes to our daily animal feeding routines, but more of that later.

Book with confidence!

Just to clarify our Covid booking policy – If we must close or you are placed in a restricted tier then we would refund your money in full or transfer your booking at no extra cost. Within 6 weeks of the start of your holiday, if you or any member of your group contract Covid or are forced to self-isolate then do please tell us as soon as possible and we will attempt to rebook your holiday and arrange for a refund. If we are unable to rebook your holiday, we will still transfer your booking to a later date with no admin fee. For your peace of mind, you may wish to take out travel insurance to cover this eventuality.

Cottages

We have always cleaned our cottages to a high standard – infact we have always maintained a 5-star rating on TripAdvisor for our cleanliness. Now we have introduced a new and more rigorous cleaning regime to achieve our aim of ensuring our cottages remain Covid free.

You may find your cottage a little more sparsely decorated than in previous years – we don’t expect this will have any impact on your holiday, but it does make the cleaner’s job that bit easier. We’re cleaning and sanitising all cottages in a 3-stage system, removing all bedlinen, condiments, and consumables, then cleaning the cottage as usual but using products especially formulated for tackling Covid. We’re then sanitising all high traffic areas and touch points such as light switches and doorknobs. We then return new consumables, put your cream tea in the fridge and lock the door to prevent anyone entering before you arrive. All our cleaners will be working on a single stage of the clean to avoid any cross contamination.

If you want to bring your own bedlinen please let us know before you arrive, we can then ensure that the beds are stripped and ready for you.

There is a hand sanitisation point outside the door of your cottage. Please come to the office as usual to say a ‘socially distant’ hello and we can provide you with a newly sanitised key. We can then show you to your accommodation, but we won’t come in. If you need any help on how things work, we will happily talk you through it. Throughout your stay we won’t enter your accommodation unless we’re invited, or if it’s an emergency.

Your bit

We would be grateful if you could fill your dishwasher with as much as you can, clean as well as dirty before you depart – we need to ensure that all dishes have been cleaned prior to the next guest’s arrival.

Please ensure all rubbish and recycling has been deposited in the bin store.

Can you also leave the accommodation tidy with the windows open please? Our cleaners always have a lot to do - now more than ever!

Farm Shop

We are opening the farm shop as usual. There will be a sanitisation point on entry that we ask you use before coming in, and in line with latest Government policy face masks must be worn. If there's anyone else in the shop, please wait outside. If you can pay by contactless card, we would be grateful.

It is possible that, subject to availability, we may have a reduced stock, but Kathy's meals will hopefully be available and will no doubt be as popular as ever!

Site facilities

We have reluctantly made the decision to close the games room for now and remove the ride on tractors. However, we are moving the table tennis table into one of the barns and 2 table tennis paddles and 2 balls are available from the office, bagged for your personal use. We ask that you hand sanitise before and after playing and take the paddles and balls back to your cottage when you finish.

The spread of Covid is dramatically reduced in the open, so you're welcome to walk the farm trails and go to see the animals on your own. Please be aware of social distance and if someone else is by the animals, stay 2 metres (generally one fence post's distance) away, or wait until they have finished.

Animal Feeding / Tractor & Trailer rides

The daily animal feeding has changed as little as possible. Farmer Tony will continue to do his rounds, but we ask that there is an adult family member present and that you are always aware of the need for social distancing.

Please wash your hands before and after feeding and use the hand sanitiser which is located around the farm.

We are providing feed buckets in your accommodation. Please come to the feed shed as usual for them to be filled for daily animal feeding. You are welcome to see and feed our animals on your own if you would prefer. We do ask you not to pick up the rabbits, guinea pigs or chickens, also if you have a dog, please keep it on a lead around the site.

We are continuing with our daily pony walking but are sanitising the lead rein between walks. Unfortunately, we will not be able to brush the ponies, but Gypsy, Muffin, Tiny and Pip won't be missing out on their carrot treats! We also ask that guests sanitise their hands before leading the pony, and obviously you should always wash your hands in hot water after touching animals

We're continuing with our Tractor and Trailer rides – we've decided they are public transport. We ask that guests continue to socially distance on the trailer. Tony is happy to keep driving until everyone has had a go – it is the highpoint of his day after all!

Because of the amount of open space, we have on the farm we're not organising any one way systems, please just be aware of other guests.

And finally

The incidence of Covid in the Westcountry is relatively low, and we're sure that with your help it will remain that way. In the unlikely event you do develop symptoms whilst at Lower Campscott please let us know as soon as possible and arrange to return home. We will help in any way we can.

Camping

The Camping and Caravanning Club interpretation of the Government regulations require that the communal toilet and washing facilities are deep cleaned twice daily, with four daily supplementary cleans. That's six daily cleans in total. We would also have to consider arranging a booking system to provide timeslots for showering. For the size of the site this is an unrealistic amount of work, and the shower and toilet block would have to be closed.

The other option that is available to campsites is that campers provide their own chemical toilet. Unfortunately, we do not have any facilities for emptying them either, so we have had to take the difficult decision not to take bookings for the Campsite now. Subject to advice we hope to open again later in the year.

Kathy & Tony

Revised & updated 09/02/2021

