



FREQUENTLY ASKED QUESTIONS

Will it be safe to come/are you carrying out a deep clean of the units?

Throughout our pre-opening schedule we have followed all the guidelines as set out on the Gov.uk website. The latest guidelines do not stipulate that any deep cleaning is necessary, however we will be following them religiously to ensure that each unit is as "Covid Secure" as is possible.

Will check in/key collection procedure be the same?

In a word, no, in order to keep the risk of transmission to an absolute minimum the Coach House or Hotel Reception will not be utilised for check in. We have installed key safes outside all front doors and the code for this will be sent with your pre-arrival details as will a request for registration information. Further specific information relevant to your stay will be left in your unit for you.

What other facilities will be available?

Cascades will remain closed, in totality, until the Govt announce that pools, spas, gyms etc can reopen. We are not sure what other facilities, bars etc, will be open in the Whitewater Hotel, we suggest you call them directly on 015395 31133 as we will be unable to deal with any hotel type enquiries.

What attractions will be open in the area/will we still get the usual discounts?

We believe all tourist attractions in the area may well be open again from the 4th July, however not all may follow suit. We advise you to make your own enquiries regarding any specific attractions/activities in advance. Regarding discounts we are currently in the process of contacting all our established partners, and maybe some new ones. We fear that in order to recoup lost revenue attractions may be reluctant to offer such discounts. Once we have more information we will advise accordingly, one thing is for sure, paper discount vouchers are a thing of the past...

Will we have access to the Coach House during our stay?

Unfortunately, whilst we do of course welcome everyone back to the Village, in order to minimise the risk of transmission the Coach House will not be accessible until further notice. In order to comply with the guidelines, we have had to reconfigure the downstairs area so that both our core and weekend teams can operate in both a safe and efficient matter. If anyone needs to discuss any urgent matters such as sales/transfers etc then a personal appointment can be arranged for during your stay.

What about breakdowns/maintenance issues?

Again, we will have to exercise our duty of care and follow the relevant guidelines in order to minimise the risk of transmission. This means that our team will only attend in the event of an emergency, and even then, into an empty unit wherever possible, where this is not feasible any occupants will be asked to maintain a safe "social" distance. Likewise, with any housekeeping requests, in most cases additional items, loo rolls etc, can be requested in the usual way and will be left outside your accommodation.

How will checkout/key deposit work now?

There will no longer be a requirement to physically check out at the Whitewater Hotel. We will ask you to settle any extras, energy account etc by card payment over the telephone before you depart, we will advise in due course if this is to be with the Coach House or Hotel staff.

What if any member of our party is taken ill with suspected Covid – 19 symptoms whilst at the Village?

NB – for reasons of clarity the response to this has been lifted directly from the Gov.uk website and is shown below

Protocols for guests displaying Covid-19 symptoms

"If a guest is displaying [signs of the COVID-19 virus](#) while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have COVID-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.



Guests should follow government [guidance](#) on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest (and if appropriate their family) has finished the [required self-isolation period](#) and is no longer symptomatic, they should return to their main residence and continue to follow the government guidance on [self-isolation](#), [household isolation](#) and [social distancing](#).”

Link: [Government website](#)