



## Health and Safety Declaration

The well-being and safety of our guests is of the utmost importance to us.



As your hosts, we are here to make you feel as comfortable as possible and seek to reassure you of the steps we are taking to support your safety. Respecting advisory distancing and in accordance with Government guidelines, we will greet you upon arrival and introduce you to your apartment, allowing us the opportunity to answer any initial questions that you may have and to impart important information pertaining to your accommodation.

You will find your apartment thoroughly cleaned and where possible, all surfaces disinfected. This includes the TV and DVD remote, light switches and door handles. All bed linen and towels are freshly provided for you. Cleaning products, soap and disinfectant are available for your use.

Textiles such as additional warm blankets, scatter cushions, curtains, sofa throws and textile seating are kept clean and lightly treated with disinfectant spray, but cannot be washed at each apartment changeover. The recreational games provided are similarly treated but we must advise that these are to be used at your own discretion. We cannot guarantee the state of any paper items such as books or tourist brochures. If you have any concerns we would ask that you refrain from touching them. Items can of course be removed upon request.

The Information folder has specific information about the accommodation, including for example what to do with rubbish and how the heating is managed, but also general area information including contact details, addresses and further links. The folder contains plastic sleeves which are also lightly disinfected, however the nature of the folder means it is frequently accessed and for this reason, we have made the entire document accessible online and available to download. All tourist information can also be viewed online through the main Lungau website.

At the point of booking you will receive a full confirmation including a health and safety document pertaining specifically to your apartment and providing you with the links for further information. A laminated copy of the document can be found

in your apartment for your further reference. This document can also be viewed online.

We do live on the property and you may encounter us around the grounds of the house, in particular as we must care for the garden and ensure the pathways and car park are clear of snow during the winter months. However in accordance with regional safety measures we would like to reassure you that we will avoid close contact. Should you require our assistance, you can of course ring on our house doorbell and allow a distance for us to answer. Alternatively we can be reached by SMS, iMessage, WhatsApp, telephone (answerphone) or most effectively through email.

If your stay is for 10 days or more and you would like a change of bed sheets and towels at the mid-point of your vacation, please advise us when we may enter the apartment and provide this service.

The balance amount of your invoice, unless otherwise arranged, is due for settlement in Euro cash. You are welcome to place the balance in an envelope and, should you feel uncomfortable about paying directly, deposit this in the postbox to the side of our front door. Please ensure the booking name is written on the envelope.

On the day of departure, we ask that the apartment is fully vacated before 10am. If you would prefer not to hand the key back directly, you are welcome to deposit it in the postbox. Please advise us of your preference so that we can prepare accordingly.

If you have any questions or concerns please do not hesitate to contact us.

With warm wishes,

Amanda and Gary Hewitt