



WINDMILL LODGES

Self catering escapes in authentic log cabins

Dear Guest,

We are delighted to be back welcoming visitors again and have been working hard behind the scenes to ensure this can be done, following government, Visit England and PASC (Professional Association of Self Caterers) guidelines and legislation whilst still enabling you to enjoy a relaxing holiday.

We are delighted to have achieved the Industry Standard “We’re Good to Go” as well as AA COVID Confident accreditation. This means that “our business is following government and industry COVID-19 guidelines and has a Risk Assessment in place and a process to maintain cleanliness and aid social distancing.”

For us to comply with the guidelines and offer a COVID-19 secure environment for guests and staff we have had to make some changes so here are some things that will look a little different at the moment.

We have introduced a non-contact arrival procedure and there is hand sanitiser at the door to your lodge.

Each guest will have fresh cushions on their sofas although the number of cushions on the sofas has had to be reduced. The seat pads have been removed from the chairs at the dining table.

The throws and cushions have been removed from the beds. Any DVD’s, books or games in the lodge have been removed. You may wish to bring your own with you, or Bulstrodes in Framlingham has a good selection of games.

All crockery, glassware and cutlery will be washed prior to your arrival, to assist with this we have reduced the numbers of different sizes of glassware on offer. This may mean you need to unload the clean items from your dishwasher as you unpack your bags.

We have condensed the tourist information with the welcome information into one folder. We have made extra copies so guests can enjoy a fresh copy each changeover. If you would like to know anything specific which isn’t mentioned in your folder please do not hesitate to ask us.

All our housekeepers have undergone training to understand the importance of the new cleaning protocol for keeping themselves and our guests safe. You will find additional cleaning items in your kitchen for your use during your stay, as well as hand soap and additional hand towels.

We are pleased to be able to continue to offer the use of your hot tub at this time. To enable us to maintain your hot tub to the highest standard, we kindly ask you to refrain from using your hot tub during the hours of 10am - 12noon. Due to the additional cleaning protocol your hot tub may not be up to temperature on the first evening of your arrival. On departure we may commence draining your hot tub from 8am.

Reception is open, hand sanitiser is at the door and you will find us behind a screen, please do ensure you’re wearing a mask when entering reception. The communal areas, for example the laundry facilities, game and book library and our swimming pool will remain closed at the current time.

Please note at this time we are unable to accept visitors to your lodge other than those listed on your booking form.

We thank you for your understanding during this time. We appreciate these changes we have had to make will have an impact on your holiday, but we have tried to keep these to a minimum. We would welcome any feedback you may have as to the measures we have put in place to enable you to have a relaxing stay with us.

We wish you an enjoyable holiday at Windmill Lodges

John and Lisa Handley
Owners of Windmill Lodges

