



Coronavirus Response

We are very much looking forward to re-opening Brightwater Lodge on 17th July. We would like to thank all of our guests for working with us, and being so understanding in these difficult and uncertain times.

We would like to reassure you that we have tailored our response to the pandemic with the safety of our guests and housekeeping team being our main priority. In particular:

1. Our property managers have undertaken specific contamination training to ensure that their cleaning products and techniques are as thorough and advanced as possible, and specifically tailored for eradicating germs.
2. In accordance with the government cleaning advice for non-healthcare environments and the industry guidance for self-catering accommodation, hard surfaces within the house will be thoroughly cleaned and disinfected, and all linen is washed at its hottest water cycle.
3. Our lodge information document and welcome letter are provided in electronic format only – which guests may download and read at their leisure.
4. We have always provided handwash for our guests at the lodge, and we have now added hand sanitiser and gloves. We would ask guests to bring their own masks please.
5. We have been deemed Good to Go by Visit Britain, which indicates that we are following government and industry guidelines, and have a process in place to maintain cleanliness and government guidelines.