

Chrysalis Holidays Covid:19 policy response and risk assessments.

Holidays and booking conditions

Holidays will resume in September 2020. Groups will be reduced to no more than 13, including staff, on any one holiday, depending on available accommodation and transport and no more than 10 on holidays at Cayton Bay lodge. This is to ensure social distancing can be adhered to while on our holidays.

The following groups will be unable to holiday with us for the foreseeable future:

- Guests who cannot understand and adhere to social distancing rules
- Guests needing 1-1 support
- Guests who have tested positive for Covid:19 in the last 14 days
- Guests resident in an area under special government measures
- Guests considered vulnerable and have been advised to be shielding by their GP's

This will be reviewed regularly according to changes in government guidance

We also recommend that guests with any of the following health conditions avoid coming on Chrysalis Holidays for the foreseeable future:

Chronic Kidney Disease, COPD, Weakened Immune Syndrome, Obesity, Serious Heart Disease, Sickle Cell Disease, Diabetes, Moderate to severe asthma, Cerebrovascular Disease, Cystic Fibrosis, High Blood Pressure, Dementia, Liver Disease, Pulmonary Fibrosis, Thalassaemia and Smokers.

All guests will be expected to complete a waiver form agreeing to our policies. Guests that choose to holiday despite being advised not to, do so at their own risk and potential expense.

Our Holiday Procedure

- a)** Prior to the holiday and during the manager's calls, the manager should ask whether the guest has had any symptoms of the virus. The manager should take the name of the person to whom they speak. They should be advised to bring their own supply of face masks to cover the duration of the holiday. Similarly, if they are wearing rubber gloves at home or when out and about, they should be encouraged to bring their own supply.
- b)** All staff attending the holiday will undergo a temperature check before starting work. Any member of staff who has a temperature of 37.8 degrees and above will be asked to sit down for a period of ten minutes before having it taken, If the temperature remains above the acceptable limit, they will be unable to attend and a replacement member of staff will be arranged. In addition all staff will be provided with Personal Protective Equipment (P.P.E) Staff will be guided on what P.P.E they can or must use prior to the holiday leaving. These instructions can be found in the Covid:19 risk assessment regarding P.P.E
- c)** On arrival at the pick up, a member of staff should take the guest's temperature using a digital thermometer, and the temperature should be entered on the pick up sheet. Anyone who has a temperature of 37.8 degrees and above should be allowed to sit down for a period of ten minutes before having it taken again just in case the raised temperature was for any other reason. If the temperature remains above the acceptable limit, they should be left at home.

- d)** Luggage should be outside the front door ready for one of our staff to load onto the bus. Where possible all medications and monies that need to be handed over should be in one bag that can easily be passed over with minimal interaction. If staff need to go inside a guest's home for any reason P.P.E must be worn.

- e)** Buses will be equipped with hand sanitiser, anti-bac, wipes and gloves.

- f)** The number of seats in the buses will be reduced to ensure each seat is spaced at least one metre apart.

- g)** Guests & staff will be required to wash their hands on entering the buses, and will be required to wear a mask throughout the journey unless health reasons do not permit this. Each time a guest leaves the minibus, they will be required to wash their hands and should wash them again when they get back onto the vehicle.

- h)** On arrival at the house, they should again wash their hands, there will be a sanitising station installed in the hall.

- i)** Meds sheets have been amended to record the guest's temperature morning and night.

- j)** The dining tables and chairs will be arranged so as to maintain social distancing. The same applies to the lounge, so where necessary groups will split between the two lounges.

- k) If social distancing cannot be maintained during meal times, meal times will be staggered.

- l) Any guest showing symptoms will be isolated from the group and arrangements made to return them home as soon as possible. Upon return home it is expected a covid test will be completed and we will hear from the government's track and trace programme if any further action is required. All other guests and staff will be closely monitored for any emerging symptoms. Chrysalis Holidays retain the right to terminate any guests holiday due to health reasons.

- m) Chrysalis will monitor and adhere to all government restrictions and guidelines relating to covid 19, including the limiting of group sizes, all social distancing procedures and barring the participation of any customer or member of staff affected by a local lockdown.

Cancellation Policy

If due to government restrictions or guidelines related to covid-19 a guest is unable to travel, or their holiday can not take place, they will receive a refund of the full amount paid, including deposit. This will be as cash or credit for any 2020 holidays. For 2021 holiday refunds will only be available in the form of credit (without expiry) to be used for any future holiday.