

## Welcome to The Thomas Centre

We are so pleased to welcome guests back here again, after the most difficult of years for us all.

We have had to make many changes so that we can confidently re-open the estate and this will bring all the relevant facts to your attention.

Firstly, what can you not access and what restrictions have we had to put in place?

The following facilities on the estate remain closed:

- The Gym (this is now a storage room, details later)
- Bill's Barn (but we have put several items in the new marquee)
- Josie's Corner (this is now a storage room, details later)

The following areas have restricted access:

- The swimming pool is open, but the changing rooms remain closed (see Linda for your booking times).

Due to the demands of "Covid Clean" we have had to double our usual staff numbers to prepare the estate for your arrival.

For this reason, we have had to change our departure times as follows:

**Arrival Time: 3pm onwards**

**Departure time: by 9am please.**

Also, we are asking you complete the pre-departure sheets which will be issued the day before your departure.

Finally, we will do our level best to accommodate any concerns you may have, so please do not hesitate to raise any matters with us.

*Jan, Richard and the Thomas Centre Team*

## **How has Covid19 affected our changeover routines?**

Normally we clean to “bacteria” levels, that is to say industry standard cleaning products that will ensure contact areas are free from the likes of E-coli, MRSA etc.

As we all now know, Covid 19 is a coronavirus. So, we are now working to “virus” levels. To achieve such levels, we have chosen to implement the following:

- Removal from your property:
  - Cushions, books & videos have all been removed.
  - Excess glassware, cutlery, crockery and cooking utensils.  
(these are all now stored in Josie’s Corner; hence it has been closed)
- Quarantine duvet and pillows for 72 hours (this is the maximum time this virus can stay active on contact surfaces). They will be stored in the Gym and re-issued at the next changeover, thereby achieving the 72-hour rule.
  - To allow this to happen, we have had to purchase huge quantities of duplicate stocks.  
(these are all now stored in the Gym; hence it has been closed).
- Steaming:
  - For every changeover, we now steam clean all floors.
- Sanitising:
  - Once cleaning has been completed, every contact area has been sanitised to EN14776 (virus level).

## How has Covid19 affected our estate?



Bills Barn has to remain closed as it includes the large soft play area, which we cannot keep fully sanitised. So, this is the marquee that we have hired until the end of October. This is the new home for the Skittle Alley, Table football, Grand Chess and Table Tennis.



Josies Corner is now a storage room for all our soft furnishings and our quarantined stocks of cutlery, crockery, glassware and cooking utensils.



The Gym is now our storage for all our quarantined bedding stocks that are not laundered. To achieve this, we had to purchase duplicate stocks, that is to say 42 new duvets, 42 pillows etc etc!