



FLYING BUTLER  
APARTMENTS

## COVID-19 (Coronavirus) Policy

The safety of our guests and staff is our number one priority. As the Coronavirus situation continues, we may need to adapt our housekeeping & maintenance services accordingly. Please read on to find out how our services may change according to your situation:

If you test positive for Coronavirus and need to isolate during your stay:

- You **MUST** inform us immediately by calling our Guest Services Team on +44 (0)800 652 2552.
- You will NOT receive our full housekeeping & maintenance service during your isolation period.
- You will receive a contact-free delivery of our Care Package in place of our full housekeeping and maintenance service, which should see you through the duration of your isolation period.
- You may request to cancel ANY housekeeping & maintenance services (including Care Packages) at any time during your booking.

If you are showing symptoms of Coronavirus during your stay:

- You **MUST** inform us immediately by calling our Guest Services Team on +44 (0)800 652 2552.
- We will assume that you are positive and carrying the Coronavirus.
- You will NOT receive our full housekeeping & maintenance service during your isolation period.
- You will receive a contact-free delivery of our Care Package in place of our full housekeeping and maintenance service, which should see you through the duration of your isolation period.
- You may request to cancel ANY housekeeping & maintenance services (including Care Packages) at any time during your booking.

If you need to quarantine for the beginning of your stay:

- You do NOT **need** to inform us.
- You will receive our full housekeeping and maintenance services as standard.
- You may request to have your housekeeping & maintenance services replaced by our Care Package service for the duration of your quarantine period and/or booking if you would prefer that our staff NOT enter the apartment during this time. (For more information on this, please contact our Guest Services Team)
- You may request to cancel ANY housekeeping & maintenance services (including Care Packages) at any time during your booking.

If you do NOT need to quarantine for the beginning of your stay:

- You do NOT **need** to inform us.
- You will receive our full housekeeping and maintenance services as standard.
- You may request to have your housekeeping & maintenance services replaced by our Care Package service for the duration of your booking if you would prefer that our staff NOT enter the apartment. (For more information on this, please contact our Guest Services Team)
- You may request to cancel ANY housekeeping & maintenance services (including Care Packages) at any time during your booking.

If you have any questions that have not been answered above, please contact our Guest Services Team on +44 (0)800 652 2552 or email [help@flyingbutler.com](mailto:help@flyingbutler.com).