

General

During this time we are reducing the number of rooms available to avoid congestion and facilitate social distancing.

Pre Arrival

We would prefer it if you are able to travel by car rather than on public transport thereby reducing the risk of infection. Always keep 2m apart at service stations and restaurants. If refilling your car always use gloves and dispose of them immediately after use. Use sanitizer, wipes and masks where appropriate.

Arrival

Staggered arrival times where possible.

Sanitiser available in welcome room and at the side entrance for guests use.

Regular sanitising of door handles/ doors left open where possible.

Sanitised key in room doors, ready for guest's arrival.

Social distancing for welcome chat and arrival drinks.

Staff/ Owners

Daily temperature checks

Use of gloves (vinyl and cotton as appropriate)

Face coverings where appropriate, i.e serving breakfast.

Declaration – agreement to disclose any symptoms

Hygiene training including coronavirus safety.

Rooms

A covid19 guideline sheet will be provided in your room and will be replaced with a new one for each new guest.

Anti-bacterial sanitiser for guest's personal use.

Daily housekeeping to include sanitising door handles and other surfaces.

Intensive cleans before each new arrival

Leaving rooms vacant between bookings for 72 hours where possible.

Some decorative items may be removed from rooms to make cleaning and sanitizing easier.

All linen and towels in your room are commercially laundered at high temperatures using commercial cleaning chemicals.

For stays of 4 nights or under we regret that we will not be able to service your room on a daily basis. An order form will be provided so you can order additional toilet rolls, tea, coffee and milk etc. This can be left in the container provided in the welcome room. We will then leave items outside your room door for you to collect. We also ask that you empty your own bins and place the sealed bags outside your room for us to dispose of or you can put them in the bins provided outside the side entrance if you prefer.

Dirty crockery should be left outside your door for us to collect and replace with clean.

Breakfast

Sanitiser will be available at the entrance to the dining room.

Tables will be spaced for social distancing. As many of you know, our dining room is huge so distancing will be easily achieved.

Staff will show you to your table which you will keep for the duration of your stay.

Buffet – pre-packaged/ individual items, butter and jams etc will be served by us as requested.

Vinyl gloves and additional serving spoons will be available, there will be a container for used items.

Orders will be taken at your table and plates delivered by staff wearing gloves/ mask, or we may use a designated collection point for you to collect from.

Your table and all items on it will be sanitised after each use.

All crockery and utensils are washed at high temperature in our commercial dishwasher/steriliser.

Takeaway food & Evening meals (when available)

The dining room is available for you to use if you decide to bring in a take away evening meal. Please use your allocated table as for breakfast and please let us know if you need plates or cutlery. It is a house rule that we do not permit guests to eat takeaways in their rooms. If we are providing an evening meal, the appropriate guidelines as set out for breakfast will be used.

Bar

Drinks can be ordered by phone and delivered where they are needed. Guests can use the bar area, their dedicated restaurant table, the welcome room, and garden area during this time. Social distancing rules should be adhered to. Where possible payments to be made by BACS/ contactless card or via our computer system if we already have your card details. The bar toilet will not be available for guests use at the moment.

Guests – your part.

Please respect the government's social distancing guidelines within the guest house. Sanitiser is available in all public areas.

It's good practice to avoid touching surfaces unnecessarily and also touching your face particularly if you haven't recently washed your hands.

Should you feel unwell during your stay and have any of the common symptoms of covid 19 like a fever, persistent cough or loss of taste or smell, please advise us immediately so that we can decide the best course of action. It is likely that government guidance will require you to check out immediately and self isolate at your home address.

Corridors/ Public areas

Please keep a social distance from other guests, staff and owners. Give way where you can.

Official Government Guidance

These procedures have been based on the current government guidance which is still in draft form until they release the final finished document. As government guidelines change we will update these procedures to reflect any changes.