

Our COVID 19 Procedures

We're following all World Health Organisation and UK Government guidelines and have been actively following industry best practice. We will continue to update our specific Risk Assessment, which identifies the possible risks and then develops the controls needed to reduce the risks.

The result of this Risk Assessment is that we implemented a number of procedures to reduce the risk of infection and demonstrate to our Guests that we offer an environment that is safe. Please note that the guidance is changing constantly, so the following guidelines will continue to be adjusted as guidance is updated.

We have changed some of the things that we do to ensure the safety of everyone in the building. Please take some time to read through the list as these will affect your stay. We have tried our best to maintain as many personal touches as possible whilst, at all times, ensuring that we minimise the risk of infection.

Before you arrive:

- If you are displaying any symptoms of Covid-19 we ask that you call us to postpone your stay. These include; A high temperature, a new and persistent cough and loss of taste and smell.
- You download the government approved track and tracing app, to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19.

Arrival:

- Most of our guests arrive by car. Whilst we support the use of public transport ordinarily, we kindly ask that you avoid using public transport to get to us given the increased risk of infection on route. We have plenty of parking available. If you do stop off on route, we kindly request that you maintain social distancing and use the appropriate hand sanitising facilities, wipes and face coverings, where appropriate.

Check in:

- We kindly ask that you let us know an approximate check in time and, where necessary, we may ask you to move this time slightly to avoid guests bumping into one another. We would love to open the front door for you personally – but we will now greet you from a safe distance. The door will be unlocked so if you sanitizer your hands and knock the door at first to let us know you are there and come on in, rather than wait for us to open the door. Whilst we will come out to greet you and to discuss breakfast options, we will at all times adhere to social distancing.
- We would ordinarily take you to your room and help you with your luggage. However, to reduce any transmission, we will direct you to your room – the keys will be in the back of the door – the big key is for your room and the smaller key is for the front door. If you do require luggage assistance, we will bring your luggage up at a

safe distance and leave the luggage outside of your room door. We will sanitise our hands before and after.

- Although we do not require you to wear a face mask as social distancing will be maintained, we are happy for you to wear one if you would feel more comfortable wearing one.

Corridors / stairs and walk ways:

- We would kindly ask that if you see someone on the stairs / in the walkway that you stand back and allow them to pass.

Your bedroom:

- We encourage natural ventilation by opening windows where possible.
- The decorative cushions and the runners will be removed for ease of sanitising.
- We would kindly ask that you wash your hands on entering and leaving your room – a bacterial handwash will be provided in your room.

Cleaning:

- We regret that during your stay, we are unable to refresh your room daily as we would usually do. We will however provide you with anything you need each day, for example, toilet rolls, tea / coffee / milk / hot chocolate etc. If you could let us know what you require each morning and we will leave these outside your door in a plastic bag.

- We would kindly ask that you empty your own bins each day – you will find a new bin bag under the old one. You can leave your old bin bag tied outside your door along with any dirty crockery before you go out for the day.

• We will ensure that:

- The space is fully sanitised before each stay and not accessed afterwards, to ensure no contamination occurs prior to your arrival.
- Fabric items such as mattresses, pillows, cushions, carpet, chairs and other furniture are sprayed with an approved disinfectant solution (certified as EN14476), which is effective in killing Covid-19 but otherwise harmless to you and us.
- Pillow and mattress protectors will be changed after each stay.
- All surfaces including door handles, keys, light switches and remotes are thoroughly wiped down and cleaned prior to your arrival.
- Linens and towels are washed at a temperature above 60°C for optimal disinfection.
- All Toiletries and Consumables are replaced before each stay.
- All paper resources / booklets will be rotated after each stay.
- We provide Sanitising hand-wash.

- Where possible we will wait 24 hours before guests leave before cleaning the bedroom and 28 hours before new guests check in. We will ensure that we use all appropriate PPE whilst cleaning the bedroom and the PPE will be disposed of after

each room. New cleaning cloths will be used for each room and we will wash our hands frequently.

Breakfast:

- As we usually offer breakfast in the dining room around a shared table, we will be unable to operate like this for the foreseeable future. Breakfast will be served in your room and will be left outside your door at a time of your choice. As check out is 10am the final breakfast time is 9.30am. The breakfast options will be discussed upon arrival and we would kindly ask you to pre-order upon arrival.

Check-out:

- The latest check out time is 10am
- Before you check out we would kindly ask that you open all bedroom windows – only slightly if raining to allow ventilation.
- Prior to check out place all used linen and towels in the white bags provided, located in the wardrobe;
- We would kindly ask that any payment is made via bank transfer prior to departure.

General

- In the event you develop symptoms during your stay we kindly request that you check out and return home to self isolate according to current government guidance. Note that in line with the cancellation policy, the total cost of your stay will be charged.
- Should we find coronavirus on site or need to self-isolate ourselves or are tested positive we may need to cancel your booking at short notice. When this happens, your booking will be cancelled and you will be given a full refund or alternative dates will be offered.
- We hope you have a great stay. Should you have any queries, by all means let me know.

Kind regards
Sarah