



Covid-19 Changes – What it means for our Guests!

Introduction

Whilst adhering to official guidance we want to ensure your stay with us is as pleasant and relaxing as it was before. We have always maintained the highest standards of cleanliness and hygiene and this will continue but we have introduced some small changes and the majority are laid out below. Please take time to read them as some might affect your stay. They will be updated to adapt to any new guidance and best practice.

If you see anything that could be improved please let us know.

General Notes

We are limiting occupancy to 3 rooms out of 5 to ensure 1 meter+ social distancing at all times.

We are reducing back-to-back bookings of the same room to allow a 24- hour period between reservations.

As of 8th August the UK Government has made it mandatory to wear face coverings in all public areas including hotels. We would request guests adhere to this when walking inside the building.

It is not mandatory to wear face coverings at breakfast but we will wear face coverings to serve you at your table.

We ask that you respect social distancing towards other guests and staff where possible.

Please use the hand-sanitiser dispensers placed at key points around the B&B and at the front door.

Check-In

The usual check-in registration is carried out in advance of your arrival via email or phone.

The key to your room will be in the room door and will have been sanitised prior to your arrival.

Bedrooms

All rooms are thoroughly aired, cleaned and sanitised before your arrival.

Housekeeping services will not be offered during your stay. For stays of 4 nights or more we will carry out room servicing and will consult with you.

For a change of cups or towels during your stay, please make your request known at breakfast time.

Hairdryers are available on request or please bring your own.

The tea and coffee making facilities are sanitised and rotated on a regularly.

Breakfast

Tables are set out to maintain social distancing at current Government guidelines.

The buffet is replaced with table service and we will ask you to select your choices the day before.

Please sanitise your hands on the way in and out of the dining room.



Staff Training

Our staff has received additional Covid training and are advised not to come to work if showing any symptoms. We are constantly monitoring any PHE updates and implementing measures and making staff aware when necessary.

Housekeeping

Our staff is supplied with appropriate PPE. We are all washing our hands regularly.

High touch areas such as staircases, handrails, door knobs, light switches etc are sanitised regularly as part of our daily housekeeping routine.

Symptoms

If you have symptoms of Covid-19 or have been in contact with someone who has prior to your stay, we would ask you not to check-in. We have a flexible cancellation policy so please let us know as soon as possible.

If you develop symptoms during your stay you must let us know immediately.

We will ask you to check-out immediately and return home to self-isolate. Your room will then be sealed off for 72 hours before deep cleaning and sanitising.

If this is not possible we will seek medical advice and act in accordance with their instructions.

Please note - we will need to charge costs towards your stay if you have to self-isolate here.

Payment

Payment is taken in advance. You will either receive an email link 2 days before check-in via our contactless 'Stripe' payment method or we will use the details provided at the time of booking.

A Final Word

We are all aware of the measures that have to be taken and need to be mindful of different people's views and opinions on the current situation.

We ask all to be respectful to other guests and staff in trying their best to follow the Government's guidelines and ensure an enjoyable and relaxing stay.

If you have any questions please contact us - Anthony and Anne Miller on 01751 476931