

Advice for Guests regarding Covid-19

PRIOR TO ARRIVAL

If you are ill

Please do not travel if you have symptoms of Covid-19. Please call us to cancel your booking and reschedule it for a future date.

If you have to self isolate

Same as above.

ARRIVAL

Check In

We will ask you to check in by text or email so that this process can remain contactless.

Parking

If you wish to park in our car park, please remain in your car and we will take down the car park bollards for you and put them back up after you have parked. If we haven't seen you arrive, please call or ring the doorbell.

COMMUNAL AREAS

Face Coverings

Government guidance is that masks should be worn in communal areas such as entrances and corridors. You will not need to wear one in the breakfast room.

Social Distancing

You will see some markers on the floor helping you to identify appropriate distancing in communal areas, namely the entrance and corridors. As distancing is difficult in some areas due to narrow corridors, we will ask you to check that the coast is clear before you proceed. If a guest is in the corridor or on the stairs, please wait till they have left the area before leaving your room.

Touchpoints & Sanitisers

You will find hand sanitiser in strategic points around the house, at each entrance, at the bottom of the stairs and at the top of the stairs. Please use the sanitiser before and after touching the staircase banister or any other items in communal areas. We will clean regularly, several times a day but we need you to play your part too to keep yourself and others safe. You will also find a sanitising hand wash soap in your room.

YOUR ROOM

Room Contents

Following industry guidance, unnecessary items such as cushions and throws will be removed from your room so that the cleaning and sanitising of your room is more manageable. Some items such as teapots and hairdryers that are not always used, may be on request rather than automatically supplied. If you need one of these items, just let us know and we will be happy to supply

Welcome Pack

You will be provided with a digital copy of our welcome pack by email in advance of your stay. It goes without saying that if you need any further information, please do not hesitate to ask.

Teas, Coffees & Complimentary Items

To minimise wastage, we will ask you on check in what you need and we will provide you with your own individual supplies. Cups, glassware & teaspoons will have been cleaned at high temperature in the dishwasher to sanitise them (just as we already do!). If you need clean cups, please leave them in your room and inform us.

Toiletries

The existing wall mounted dispensers will be used & sanitised in between guests

PAYMENT

Payment can be made by credit card or bank transfer. In all cases, payment must be received by us before checkout. Bank details will be provided on your pre-arrival email.

BREAKFAST

Distancing in the Breakfast Room

We are fortunate to have a good sized breakfast room that allows us to space the tables at 2 metres distance. You will not need to wear a mask while you have breakfast

Your Table

You will be allocated a table on your arrival and we will ask you to use the same table every day. Please remain seated at your table and if you need anything, please just ask. We will be on hand.

Breakfast Menu

Unfortunately, it will not be possible to offer self serve items at breakfast. All items will be served from the kitchen. As a result, the menu will be a little reduced.

Food Hygiene 5 Stars

We have had 5 stars awarded for our food hygiene on every inspection since the scheme started. We therefore already have the systems and procedures in place to keep your food safe.

YOUR HOSTS

It's New for Us Too

Please be assured that we will be doing our utmost to keep our guests, staff and ourselves as safe as possible. However, coronavirus is not something that any of us has any experience of. Please bear with us while we find our way around things. If you are uncomfortable with anything at all, please speak to us.

Face Coverings & Shields

We will wear face masks in public areas and shields while we are serving your breakfast and preparing your food. We know this is going to feel strange for all of us but we'll be the same people underneath!! We'll all get used to it and learn how to smile with our eyes!

CLEANING

Room

Your room will have been vacant for 24 hours prior to your stay and will have been thoroughly cleaned, ventilated and sanitised, with particular attention being given to touch points such as switches and handles.

Room Servicing

As a temporary measure, to protect guest and staff, your room will not normally be serviced during your stay. If your room requires attention for any reason, please let us know. Bin emptying and fresh towels are available on request

Anti Viral Fogging

Once a month, for as long as it seems necessary, the whole house will be fogged with a product which kills Covid-19. The product is not harmful to people or the environment. It will be done when there are no guests in the house. You should continue with your normal precautions of hand washing and sanitising as though it hadn't been done.

IF YOU BECOME ILL

Developing symptoms

If you begin to develop Covid-like symptoms whilst you are staying with us, please check out and go home (if you can do so safely) as soon as possible as we will be unable to care for you should you become very ill.

Please inform NHS Track & Trace

It's important to let the authorities know so that other guests and staff can be alerted..

Self Isolating

Similarly if you are advised to self isolate during the course of your stay, we recommend that you do this in the comfort of your own home, wherever possible.

CHECK OUT

Check Out Time

We kindly request that you check out promptly by 10.30 am latest to allow us the time needed to prepare the room for the next guests

IF WE HAVE TO CLOSE

If We Get Ill

If one of your hosts develops symptoms of Covid 19 or has to self-isolate, we will have to close the B&B. In this case, we will have no choice but to cancel your booking. We will let you know immediately and obviously there will be no charge to you. If you have already paid, you will be refunded. If your dates are flexible, we will offer you alternative future dates. Otherwise, assuming we are well enough, we will do what we can to help you find alternative accommodation. You can be assured that we will be taking all the precautions that we can to avoid this situation!

If There is a Local Lockdown

Basically the same as the above. If we are forced to close by local or national government action, the above will also apply