

CORONAVIRUS GUIDELINES - GUEST ACCOMMODATION

Everything you need to know to have a safe and hopefully enjoyable stay in our guest accommodation during the current Covid-19 Pandemic.

The risks associated with Covid-19 have led to some adjustments in how we operate our guest accommodation in order to prioritise both your safety, the safety of our employees and meet Government guidelines. We hope that the information below will help answer any queries or concerns you may have about visiting us.

In order to ensure the utmost safety for our guests and staff please note the following with regard to your stay:-

- All rooms have a minimum payment of 2 nights and payment in full is required at the time of booking.
- Each room will remain unoccupied for 2 nights after guests have checked out and will be deep cleaned and sanitised ready for the next guests.
- Breakfast is not included in the room cost.
- Breakfast will be served in our restaurant with guests allocated a specific table for their stay.
- Breakfast will be offered as full table service and guests will be asked to pre-order their breakfast by 9pm on the previous evening.
- Housekeeping for the refresh of your room during your stay will be at **your request only**. If you do request a refresh housekeeping staff will wear masks during the cleaning process and guests will be asked to vacate the room to comply with social distancing.
- Additional towels/linen and room condiments will be available upon request throughout your stay and are complimentary.
- At this unprecedented time we are unable to offer all our rooms to one group booking. We will accept a group booking for 2 rooms. This is to ensure we can adhere to the rules set in place by the Government for commercial establishments.
- Any guest who has displayed the following symptoms: cough, fever, breathlessness, sore throat, headache, loss of smell within the last 14 days should reschedule their visit until they and their household members have been clear of symptoms for 14 days.
- We reserve the right to refuse entry or cancel a reservation if a guests displays such symptoms on arrival for the security and protection of our other guests and staff.
- Cancellation up to 7 days prior to arrival attracts a full refund. Cancellation after 7 days and up to 48 hours prior to arrival attracts a voucher for the full amount for a future stay within a 12 month period. Cancellation within 48 hours is not refundable.
- If the circumstances for cancellation within 48 hours relate to Covid-19 symptoms or Government restrictions via Test and Trace, then the voucher allocation may be extended.

- In line with Government guidance evidence of gross contamination (blood/vomit/diarrhoea) will be cleaned using a body spillage kit by housekeeping staff wearing gloves, apron and face mask. An additional fee of £100 will be automatically charged to the guest's bank card should this service be necessary. Guests will be notified of this charge via email.

Covid-19 Cleaning Guidelines - Accommodation

The risk of coronavirus (Covid-19) infection depends on many factors, including:-

- the type of surface contaminated
- the amount of virus shed from the individual
- the time the individual spent in the setting
- the time since the individual was last in the setting

Surfaces and belongings can be contaminated when people who are infectious cough, sneeze or touch them. Transmission can occur when someone else touches the contaminated surface or item. Increased frequency of cleaning of general room surfaces is therefore vital in helping to reduce the presence of the virus and the risk of contact.

The infection risk of Covid-19 from a contaminated environment decreases over time. It is not yet clear when there is no risk from the virus, however studies suggest that in non-healthcare settings the risk of residual infection is significantly reduced after 48 hours. Our cleaning guidelines are based on this 48 hour time period.

This guideline is also based on the general cleaning of our accommodation where no one has symptoms of or confirmed Covid-19. A separate document has been produced in the event that a person has symptoms of or a confirmed case of Covid-19.

Soft Furnishings & Room Sundries

We have reduced as much of the 'clutter' from our guest bedrooms as possible so they may look at little bare.

Cushions, bed runners, spare bedding such as pillows and blankets and our in-room information packs have been removed. If you require additional pillows or a blanket during your stay please ask a member of staff. Toiletries and tea and coffee making facilities are still present in the rooms and you are welcome to take any spare room sundry items that you do not use home with you at the end of your visit.

Room Linen and Ventilation

Government guidelines suggest asking guests to strip the beds themselves and place the dirty linen in a bag prior to departure. It would be extremely beneficial if guests felt able to do this - a blue laundry bag has been provided in the wardrobe of each bedroom for this purpose.

It would also be extremely beneficial if guests could leave one of the windows in their room ajar when they vacate the room on departure to allow the room to ventilate.

Key Card

On departure please leave your key card in the black box at the bottom of the stairs. Each card is disinfected before use.

Housekeeping

Unless requested your room will **not** be refreshed during your stay. If you do require a refresh please do not hesitate to ask, you will need to vacate the room whilst the refresh is completed.

If you would like fresh towels or additional complimentary room sundries during your visit please ask a member of staff.

Cleaning & Disinfection

All our rooms are vacated for 48 hours before being thoroughly cleaned and then sanitised.

Pillows and duvets are rotated so that at least 72 hours is left before they are re-used.

Hot soapy water is initially used to clean our rooms. We then apply a disinfectant virucide, allow it to stand for a few minutes and then wipe with paper towels.

As well as the general cleaning of the room specific attention is paid to the following:

- Door handles and frames
- Wardrobe door handles and coat hangers
- Light switches and lamp switches
- All surfaces - e.g. bedside tables, cupboard doors, desk top, fire mantle
- Heating controls
- Remote controls
- Appliances - kettle, radio alarm clock, hairdryer
- Tables and chairs
- Mirrors
- Blind cords / pulleys
- Window sills and window latches
- Keys and key lock box
- Stair railings
- Ironing board and iron
- Bins
- Plugs and cables
- Luggage rack
- Bed frame and headboard

Bathroom Cleaning

Every surface in the bathroom is cleaned and sanitised:

- Sink and tap
- Shelving
- Tiles
- Toilet flush handle, seat and lid
- Toilet brush
- Shower screen, taps & shower head
- Bath and bath taps
- Toiletries are renewed for every guest