Covid-19 Risk Assessment

The safety and wellbeing of our guests and teams has always been incredibly important to us and everyone in our guest house should rightly expect a safe, clean and protected environment. The coronavirus crisis has brought this into sharp focus, which is why we have a rigorous, daily cleaning regime in our guest house.

We are trying to give you extra peace of mind so you can book and stay with confidence. Below are some of the measures, procedures & policies we are undertaking to make our guest house safe and your holiday with us as safe as possible during your stay with us. As the situation changes our procedures and operations will be continuously reviews and updated as required

**Before you make your journey to us**

Please do not travel if you or anyone in your party is showing the common symptoms of Coronavirus (fever, persistent cough loss of taste or smell). Instead please telephone 111 to speak to NHS staff and let us know of the change of plan and rebook your dates for a more convenient time. When you arrive if you look like you may have symptoms, we will take your temperature and if it is 38°C or above we will ask you to return home & self-isolate as per the government guidelines. All reservations can be changed to another date if required at no extra cost unless for an upgrade.

Any guest who has arrived in the UK from Overseas within 14 days prior to their arrival at our guest house please contact us in advance of travelling to discuss their reservation.

**Checking-in and social distancing**

We request that you try to keep the 1 metre + rule with us and the other guests in the house which are not in your party. At pinch points (stairs etc) please allow the people walking up the stairs the right of way. Automatic hand sanitisers are available all over the building and at the front door. Please use it every time you enter the building. We are minimising contact and increasing protection at reception, keeping social distancing measures in place. If you arrive at the same time as another guest please wait either in your car or in the foyer to control the social distancing measures.

Your key will be left on reception after being sanitised for you to collect, we will show you to your room and maintain the 1 metre + rule as we have plenty of room to enable this to happen.

**Hygiene and anti-viricidal sanitising spray**

More frequent cleaning of high-touch public areas, door handles and handrails with approved disinfectants, effective against COVID-19. In the bedroom, we’re paying special attention to cleaning all hard surfaces, heating controls, TV remotes, door & draw handles, kettles, light pulls, hair dryers, bedside lights window handles and desks and all switches.

**Housekeeping**

To minimise housekeepers’ interaction with guest rooms, if you are staying more than two nights, we will only clean your room if you ask us to – otherwise cleaning will take place automatically after six days.   Any guests requiring additional pillows, tea and coffee just need to ask a team member who will be happy to help. We will ask you to leave the room whilst we clean and change bed linen etc. Please leave dirty crockery and bags outside your door and we will collect and replenish new as required. All crockery & cutlery is washed in our dishwasher.

**Bed linen**

We have a contract cleaner who launders all our linen at over 60 degrees, with disinfectant detergent so you can enjoy a safe and great night’s sleep.

**Protective equipment for our teams**

To protect our team members, we’ve provided them with PPE equipment including gloves, aprons and hand sanitiser. Whilst there is no government guidance on the need to wear face masks in a guest house setting, all our teams have been provided with face masks, empowering them with the choice if they wish to wear them.

**Staff members**

All our team have been taught to wash their hands the correct way and they will wash them very regularly to keep everyone safe whilst in the guest house. We ask all to watch their social distancing when not on the premises and use the sanitiser on arrival back in the guest house which is located at the door.

If we find Coronavirus on site, we will self-isolate and we may need to cancel your booking at short notice. If this happens, we will offer a full refund or an alternative date for booking.

**Breakfast**

We now only offer table service for our breakfasts which will need to be pre-ordered the day before. We have set the tables 1 metre + apart and we will ask you to make a reservation at either 8.30am, 9.00am or 9.30am (subject to availability). Your food will be set at the table in the dining room for you to collect once we have moved away from the table.

**Takeaway Food**

If you wish to have takeaway food, we have five tables available in the games room all at 1 metre + apart which can be used. If you ask, we will provide cutlery & plates for you to use too. Once you have eaten could you please bring your used cutlery, plates & rubbish and leave them outside the kitchen door and let us know. We will then wash the items in the dishwashers and throw away your rubbish.

**Games Room**

The games room is open for all to use. Please keep the 1 metre + distance whenever possible. We have a Wii, a pool table and a darts board. All the equipment for these will be kept at reception. These will be handed out after being sanitised for a refundable deposit. All board games, jigsaws etc have been removed. Please feel free to bring your own games etc for you to use.

**Outdoor Heated Swimming Pool**

We have placed tables & chairs at a safe distance from one another to ensure social distancing is maintained. The swimming pool is open to all residents only. Coronavirus is killed by chlorine but please keep the 1 metre + distance whenever possible this will reduce the capacity so please be patient. Please bring your own towels to use poolside and as usual no glass will be allowed near.

**Outdoor Heated Jacuzzi**

The Jacuzzi is open to all residents only. Only one family unit/ room allowed in at a time, during busy times please make a reservation at reception which will be for one hour. Coronavirus is killed by chlorine but please keep the 1 metre + distance whenever possible. Please bring your own towels to use poolside and as usual no glass will be allowed near.

**General**

Where convenient, guests are asked to use the bathroom facilities in their bedroom rather than the public ones.

We have removed the guest directories from the bedrooms, there is now a notice board at the reception desk with all relevant information on. We invite guests to take a photo on their phones so they can view this at their convenience.

Please maintain the 1 metre + rule whenever possible. Should you feel unwell during you vacation please let us know and check out immediately in order to self-isolate at home and seek medical advice.