

COVID-19 Statement – 28/06/20 updated 19/10/20, 31/03/21, 14/05/21, 30/06/21 & 17/07/21

We are still the same friendly and helpful B&B we were before COVID-19 and although most legal requirements have now been lifted our COVID-19 Risk Assessment has identified a few changes which need to remain in place reduce the risk to our guests and ourselves.

Changes during your stay:

- 1) We please ask guests not to come and stay with us if they have been suffering from symptoms of COVID-19 within 2 weeks of their stay, live with someone currently with COVID-19 or are self-isolating.
- 2) From 16 July we will be letting out all 3 rooms. The maximum number of guests at any one time will be 6.
- 3) We will only be able to offer a minimum of 2 night stays due to the additional cleaning and sanitising required and to try and limit the number of guest arrivals & departures; therefore minimizing the number of guest interactions at any one time.
- 4) Hand sanitisers will be available on entrance to the B&B, in the lounge and in the dining room and we ask guests to remember to wash their hands regularly.
- 5) The lounge will be for the use of rooms 1 & 2 as room 3 is much bigger and does have its own seating. Guests are recommended to wear face coverings in the lounge and unfortunately no food and /or drink should be consumed in the lounge when other guests are present.
- 6) We will still be serving a cooked breakfast and all our other alternatives but there will be no buffet style service of cereals etc. We will be asking guests to select the night before on a laminated sheet and to have their breakfast at a specific time to avoid meeting other guests at pinch points. Guests will be designated a specific table in the dining room for the duration of their stay.
- 7) Additional cleaning will be taking place between bookings so unfortunately we will need to stick to our check in times of 4 – 7pm and check out is 10 am.
- 8) We will be asking guests to leave their rooms tidy when going out for the day and to open the windows. We will be cleaning rooms during guest stays but we will only be able to empty bins, freshen the hospitality tray and thoroughly clean the en-suite, door handles and surfaces with anti-viral cleaner. Unfortunately, we will not be able to make your bed or move things around or off the floor.
- 9) It is recommended that face coverings should be worn on arrival and when using any communal area (reception, lounge and corridor to the dining room).
- 10) Guests can check-in using the NHS Covid-19 App or provide their name & a contact phone number should they wish. Contact details will only be kept for 21 days in line with data protection legislation.
- 11) If guests wish to eat or drink at the Queens Arms, the local pub, they will need to book a table in advance; they can be contacted on 01756 770096 or we are more than happy to contact them.
- 12) If a guest feels unwell with COVID-19 symptoms during their stay with us we ask that they let us know ASAP. The guest will need to leave immediately and go home and follow the Government guidance. This also applies should a guest receive a Track and Trace call.

We hope guests understand why we have felt it necessary to make these changes and would be grateful for feedback or to be alerted of anything you feel we have missed. *Jane & Phillip Sheard*