



On 17<sup>th</sup> May we are pleased to announce we will be opening our doors after many weeks of forced closure, and have once again put in place our Covid restrictions, which may be an inconvenience to some, but hope that you will understand and help reduce the spread of the virus.

As we all know, COVID -19 has impacted every aspect of our lives and we are finding new ways of living and working. We have had to reimagine a new way of doing business, so to move forward we have procedures in place to keep ourselves and our guests safe.

Some changes we are making are:-

### **ARRIVAL**

Please ring or text us upon arrival, we will meet and greet you outside the property, sadly our welcome will be a little different with no handshake and social distancing in place. A wearing of face masks must be worn at all times during entry and exit and all communal areas until government restrictions are lifted.

### **BREAKFAST**

We will ask for your breakfast order the night before, single use menus will need to be filled out and placed outside your door by 8pm each evening and everything will be placed on your table.

Breakfast tables will only be set upon guests imminent arrival.

There will be no buffet breakfast and all multi-use items such as condiments, sauces, jars of preserves and cereals have been replaced with individual portion sizes only. Breakfast times will be staggered, between 8am and 9am and you will be allocated a time slot on arrival. Please keep to your allotted slot during your stay.

### **HOUSEKEEPING**

Hand sanitiser has been placed in the hallway and breakfast room. Hand soap in the en-suites.

We will service your room if you wish, but rooms must be vacated by 10 am in order for us to carry out this service and it will be limited to replenishing items, emptying bin, towel change etc. but we will not be cleaning bathrooms or making beds. We would ask that you open windows before vacating. If you would prefer us not to enter your room, please place items such as towels etc outside your room by 10am. We can provide single use toiletries but please ask if you would like them.

A thorough deep clean will be carried out after each guest's departure.

We will be cleaning more frequently, especially in high traffic areas and touch points. We will only enter your room if you wish to have daily servicing.

After check-out all bedlinen/duvets/pillows etc will be changed.

All areas including the kitchen will be deep cleaned regularly using the appropriate cleaning materials and PPE.

Guests who have been diagnosed or have shown signs of COVID-19 in the past 14 days before arrival will be kindly asked to reschedule their stay. Cancellation charges will be waived.

If you are not feeling well before arrival, please Stay At Home. We can reschedule your reservation. Cancellation charges will be waived.

Please make sure your contact details are up to date, just in case we need to advise the track and trace team.

Due to the extra cleaning regime we will no longer be able to offer early check-ins (not before 4pm) and check-out will be no later than 10am.