



WE ARE OPEN FOR BUSINESS FOR GUESTS . ALL NEW BOOKINGS DURING THIS PANDEMIC ARE FULLY FLEXIBLE AND IF YOU NEED TO CHANGE YOUR PLANS DUE TO CORONAVIRUS WE ARE HAPPY TO MOVE YOUR BOOKING TO LATER THIS YEAR OR TO 2021.

The Government allowed Bed and Breakfast accommodation to open from 4th July 2020 and provided guidelines on how to reopen safely to manage the risks of Covid-19 in order to protect guests and staff. We have developed our Covid-19 policy having completed a thorough risk assessment taking into account the Hospitality sector and Government guidelines. The risk assessment is reviewed regularly and particularly as new restrictions are imposed. The policy is also reviewed regularly and subject to change based on WHO, Government, Local Authority and Hospitality Guidance. So if your stay is well in advance it is always worth checking our policy or updated Frequently Asked Questions nearer to your stay. Of course should you have any questions or further concerns please do not hesitate to contact us on 01752 830484

We are lucky to have the rooms set out as they are with their own entrances from outside. We have no corridors to the rooms so you do not need to worry about getting too close to someone in a corridor.

We have detailed below our full policy but if you would like some quick answers on our policy our 'Frequently Asked Questions' document on our website may answer some of your questions. Generally we will be operating the 2 metres social distancing and will be wearing masks as required by law.

We have created a cleaning plan for ourselves and any staff we employ and we will be reducing the number of rooms available for a while. Once things settle down and the restrictions are relaxed a bit more we will open up more rooms. During the busier period if we do employ staff they will be asked to sign a declaration prior to coming into work to confirm they are free from Covid-19 symptoms and have not come into contact with someone with symptoms. Should they develop any symptoms at work they will be sent home to self isolate and get tested. We will monitor our temperature regularly and self isolate if any symptoms develop and also arrange the necessary test. Prior to arrival the current Government guidelines are that if you have symptoms of Coronavirus you should not travel and you should self isolate at your home. The current symptoms include a new persistent cough, loss of taste or smell, and or a high temperature.

As we have to comply with the guidelines in order to reopen we request that you follow the measures we have implemented whilst you stay and of course wear a mask where required. These have been implemented for our guests, staff and our safety during this time.

Arrival

Prior to the arrival of the virus guests would come up to our reception and check-in and collect their key which would give us an opportunity to say hello and provide guests with information on the area. Sadly the arrangements we have had to put in place due to the social distancing guidelines are less personal but we hope you understand. As we are aware when guests arrive in the car park by car we will come and meet you in the car park. If other guests have already arrived we would ask that you wait in the car whilst we deal with our first guests or sit in the garden if the weather is nice. Any walkers, please come up to the reception gate and ring the bell and we will come out and meet you. We will then take you straight to your room. We will leave in your room a form which we would ask you to complete for track and trace. Each room also has the QR code to register via the NHS app. Once the form is completed this can be left in the letter box together with your breakfast order for the following morning. We would ask that you give us an approximate time of arrival so we can make sure we are there to meet you on arrival.

Rik and I now run the Mildmay Colours pub opposite aswell therefore should you arrive after 6pm please come to the Mildmay Colours pub to collect your key. There is a Welcome Pack with all the information you need. This is wipeable and will be sanitised after each guest's stay.

Places where you may meet other guests

All of our rooms have their own entrances so you don't have to worry about meeting anyone in a narrow corridor. You may come across other guests in the garden area. In the pub where we now serve breakfast there is a one way system in place to reduce the risk of coming into contact with other people. We do have two sets of stairs up to the garden area so you can safely socially distance using either of the stairs. The rails will be regularly cleaned.

In your bedroom

Unfortunately we have had to remove all soft furnishings such as cushions, leaflets and magazines. We have decided to put clean throws for the bed in plastic bags on top of the wardrobe area. If you use these we would ask that you leave these out at the end of your stay so they can be cleaned. It just means that if you decide not to use these we know they are still freshly cleaned and untouched in the plastic storage bag. The remote control for the TV will be sanitised as before. The storage heaters in the rooms are all set and adjusted according to the weather outside. All the temperature controls are cleaned should you wish to adjust the output.

All of the linen and towels are sent out to a commercial cleaning linen company and

we have spoken with them to ensure that they are Covid-19 secure and we are satisfied that they are. We have had to remove the cotton buds and cotton wool to avoid cross contamination so if you would like any please ask and we would be happy to supply you with some. Our hospitality trays will remain fully stocked and we will be providing each guest with a fresh set so you know that they have not been touched by the previous guests. Should you like any further supplies please ask us at breakfast and we can supply these to you and leave them either outside your room in a plastic bag or in the entrance to your room.

If you would like details of walks in the area or other information please ask us. We have some details of walks that have been laminated so can be cleaned after use.

Cleaning

Having considered the Hospitality guidelines we regret that we can not clean your room daily. If you are staying for longer than 4 nights we will discuss with you whether you wish anything cleaned or changed. If you have any crockery that you would like washed please leave this outside your room before you go out and we will place this in the dishwasher before returning to you. In relation to the bins in the room we leave extra bin bags at the bottom of each bin. Please leave any rubbish in a tied bag outside your room which we will remove as required. In relation to cleaning we have always ensured each room is thoroughly cleaned prior to a guests arrival and would clean the touch points such as door handles, remote controls, flush handles, kettle and lid, bedstead, bed side tables, head boards and light switches etc. We always use different cloths for different parts of the room so you can be sure the cloth used for cleaning the toilet is not used for anything else. They are all have different colours so any new staff know which ones need to be used. We have developed a cleaning plan so if we have any staff working for us they have to follow that plan. Now the cleaning will be even more thorough and we will ensure that we use cleaning products that are recommended and that will kill the coronavirus. We have ordered in a bulk supply of a Antiviral Disinfectant that has been independently tested to the European Standard BS EN 14476 against coronavirus.

We will be wearing PPE (masks, aprons and gloves) for cleaning the rooms. Gloves will be changed after removing linen and the dirty items from the room and fresh gloves will be used to make the bed. Our hands will be cleaned thoroughly before going onto the next room.

Breakfast

We have moved the breakfasts to the pub as there is more room available for guests. Breakfast is between 8.30am and 9.30am and we ask guests to complete a breakfast order form the night before with a time for breakfast. This helps reduce wastage. We previously laid out a buffet selection of cereals and juice which we can no longer do and these will be now served directly to you. Any condiments will no longer be left on the tables to avoid other people handling these. The hospitality guidelines also recommend that we bring the cutlery to the table when you arrive so you know you

have fresh cutlery and crockery.

Checkout

Where possible we will take payment before arrival having sent you a payment request for payment. We will provide you with an invoice confirming payment, if requested. If we haven't been able to take the final payment we would ask you make payment by bank transfer if possible. If this is not possible then we can take a card payment. Your key can either be left in the room or in the letter box and this will be sanitized for the next guest.

Outside area

You are welcome to sit outside in the guest garden and we have spread the chairs and tables out so they are 2 metres apart. They will be cleaned regularly.

We hope that you are happy with the measures we have taken to make the place safer for you. Please feel free to contact us if you have any questions and we would be happy to discuss any issues with you.

We hope that you feel confident to book and look forward to seeing you soon. Our contact number is [01752 830484](tel:01752830484).

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