



WE ARE TAKING FUTURE BOOKINGS. 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 IN THE YEAR.

It is important to us that you have a safe, comfortable and relaxing stay at The Ivy Barn. **It is fantastic news** that the rollout of the vaccine programme is ongoing however we are mindful that not everyone will have received their vaccine and that measures will still need to be in place for a while at The Ivy Barn and elsewhere.

As part of our ongoing commitment to you as our guest to provide a safe and secure place to stay we have completed a thorough risk assessment and this has been reviewed regularly as and when restrictions are imposed or reduced. This risk assessment has been completed having taken into account the regulations and guidelines imposed by the Government and also guidance given by the Hospitality Industry. The Government guidelines set out what we would describe as the 'best practice' to address the risks in relation to the spread of the virus. In order to comply with the regulations and guidance to ensure you have a safe stay at The Ivy Barn we have had to make some changes to our normal service. These changes have been imposed to safeguard you as our guest, our staff and ourselves.

Despite the changes we can guarantee to you that you will still receive a warm welcome (albeit socially distanced and masked up), you will continue to have a relaxing stay and will still enjoy our freshly cooked breakfasts. Despite any changes made Devon is still waiting for you to explore and if you have not stayed here before you will find Holbeton is a great base to explore Devon but also a great place to get away from it all.

If your stay is well in advance it is always worth checking our policy before your stay as this is updated regularly. Of course should you have any questions or further concerns please do not hesitate to contact us on 01752 830484

OUR PROPERTY

We are lucky that our bedrooms are 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 six bedrooms at our bed and breakfast but 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.

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. 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 and we will take the appropriate actions as well. Should we develop any symptoms ourselves we will take the necessary steps as required by the Government.

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 Government regulations and guidelines we request that you do your part as well. **Everyone should take responsibility for their own actions in order to stay safe and keep others safe.**

Arrival

Prior to the arrival of the virus guests would come up to our reception, 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 our guests arrive by car in the car park we will come and meet you in the car park. If we are dealing with other guests when you arrive 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. Please wear your mask when you check in. We will take you straight to your room from the car park. 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.

As we now also run the Mildmay Colours pub which is opposite the bed and breakfast should you arrive after 6pm please come to the Mildmay Colours pub to collect your key.

There is a Welcome Information Pack in your room with all the information you will hopefully need on your stay. 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. We do have two sets of stairs up to the garden area so you can safely socially distance using either of the stairs. The stair rails, table and chairs will be regularly cleaned. 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 when entering or leaving the pub.

In your bedroom

Unfortunately we have had to remove all soft furnishings (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 if left 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.

Our linen and towels are sent out to a commercial linen cleaning company who have their own measures in place to ensure the laundry is cleaned according to the Government guidelines and that there is no cross contamination during the cleaning process and on delivery and collection of the linen.

We have had to remove all 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. We leave extra bin bags at the bottom of each bin so if the bin requires emptying the rubbish bag can be left tied up outside your room. 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 food 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. As we have plenty of tables available for breakfast in the pub there should be no concern regarding cross contamination between guests.

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. On departure your key can either be left in the room or in the letter box and this will be sanitized for the next guest. We ask that guests leave a window open on departure so the room is well ventilated before we go into clean the room.

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.

Please be aware that your use of the garden is at your own risk and we accept no liability for any damage to property or injury sustained to yourselves.

Face Coverings

Face coverings are now mandatory in all public areas whilst staying at a bed and breakfast and entering and moving around the pub. The only times you are not required to wear a mask will be in your room or whilst seated at your table for breakfast.

Early check in

Due to the extra cleaning protocols in place unfortunately it is unlikely that we will be unable to accommodate early check in.

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.

One of the reviews we received following reopening in July 2020.

The Ivy Barn provided us with the break we all really needed.

The breakfasts were really good, nothing was too much trouble. Under the current circumstances everything was well managed and **we felt very safe.**

September 2020

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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