



## **FREQUENTLY ASKED QUESTIONS ON OUR COVID-19 POLICY**

The Government has allowed Bed and Breakfast accommodation to open from 4th July and has 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. 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 know you will have many questions about how we are safely managing the risks involved and have hopefully answered some of your questions below in relation to the measures and changes we have had to implement to take into account the risks. We hope this helps but if you have any further questions after reading this please do not hesitate to contact Nicky or Rik on 01752 830484 / 07917100521 or email us at [theivybarn@gmail.com](mailto:theivybarn@gmail.com).

### **1. What do I need to do on arrival?**

Just before we closed in March 2020 we changed our check-in procedure so that we met guests in the car park or at our gate, if walkers. This worked well and we have decided to continue with this whilst there are still socially distanced measures in place. We will meet you outside and then take you straight to your room. In your room we will leave a check-in form which we would ask you to complete. We require full up to date details of all guests for the Government Track and Trace scheme. Once completed this can be left in the letter box together with your breakfast order for the following morning. If you arrive after 6pm we would ask you to come to the Mildmay Colours pub to collect your key.

### **2. What do I do if someone has already arrived and you are dealing with them?**

You may wish to stay in your car and wait whilst we are dealing with the previously arrived guests or if nice you may wish to wait in the garden on one of the chairs.

### **3. Will my key be cleaned after the previous guest?**

Yes, after each guest we will thoroughly disinfect each key.

### **4. How do I know a room is thoroughly cleaned before I arrive?**

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 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 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.

### **5. Will I still have a supply of teas and coffee in the room?**

We will still provide a well stocked hospitality tray but this tray will not have been used by

the guest who had previously stayed in your room. If you need any more tea or coffee then we would request that you ask for additional supplies at breakfast so that we can provide these to you at breakfast before going back to your room.

#### **6. Will my room be cleaned daily?**

In order to reduce the risk of transmission the Hospitalityuk guidelines suggest that rooms are not serviced daily. This is why we will supply you with further teas and coffee at breakfast. Likewise, if you need any fresh towels we would request that you ask for these at breakfast and leave the dirty ones in a bag provided outside the door. We would ask that if your bin is full the bin bag is tied up and left outside the door as well.

#### **7. How is the bed linen cleaned?**

We use a hospitality linen cleaning company in Modbury to clean our linen and have been in contact with them to ensure that they are complying with the Covid-19 secure measures. We are satisfied that they are doing this. Any linen or towels we clean in house are washed at the recommended temperature of 65 degrees or above.

#### **8. If you employ staff how do I know that they are free from Covid-19?**

We will be asking staff prior to coming into work to sign a declaration that they have no signs of any of the coronavirus symptoms and that they have not come into contact with any one with the symptoms. If staff show any symptoms whilst at work they will be sent home immediately to self isolate. We will check our temperature regularly and will take the necessary steps if symptoms develop.

#### **9. What are the arrangements for breakfast?**

We now also run the pub opposite and so breakfast at The Ivy Barn is taken in The Mildmay Colours Inn. The tables are socially distanced and there is plenty of room available and ventilation. We previously laid out a buffet selection of cereals and juice which we unfortunately 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. To make service easier and to avoid wastage we ask guests to complete a breakfast request slip the night before and give us an idea of time for breakfast.

#### **10. What happens if I develop Covid19 symptoms whilst staying?**

The Government guidelines are as follows: "If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have COVID-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

Guests should follow Government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest (and if appropriate their family) has finished the required self-isolation period and is no longer symptomatic, they should return to their main residence and continue to follow the Government guidance on self-isolation, household isolation and social distancing. "

In the unfortunate event that you do become unwell with Coronavirus symptoms and have to extend your stay because you or a member of your group can not return home to self isolate you will be liable for the cost of any extended stay.

**11.What if I or a member of my household or fellow traveller has coronavirus symptoms before my stay?**

Due to the nature of the virus if you do display symptoms or a member of your household or fellow traveller develops symptoms please contact us immediately so we can rearrange the booking.

**12.Can I sit outside in the garden on the bank?**

The table and chairs are provided for you to use and have been set out to be 2 metres apart. We hope that the weather is good enough for you to use these. We will ensure that they are cleaned regularly after each use as well as the hand rails up to the garden area.

**13.Will you have supplies of masks and gloves available for guests?**

Yes we do, please do not hesitate to ask for either.

**14. How do I check out and pay for my stay?**

We hope that you enjoy your stay and enjoy the beautiful village and it's surrounding area. If you have booked direct we will send you a payment request 48 hours prior to your arrival. If you have booked by Booking.com we will recover the balance of the stay via the details given via Booking.com. We will provide you with an invoice with confirmation of full payment, if requested. We have found that when we are busy taking payment during or after breakfast causes a delay for guests. With the new guidelines it will prevent a queue of guests paying around the same time causing difficulties with social distancing. If we have not been able to take payment beforehand we would ask you to pay during your stay. Prior to leaving the room please open the windows to allow for ventilation. In relation to the key this can be left in the room or in the letter box and it will then be disinfected for the next guests.

**15.If there is a fire do I need to comply with the 2 metre social distancing requirements?**

As our rooms have their own entrance and exit there should not be an issue with social distancing but if everyone comes out of their room at the same time it is not necessary to social distance in that emergency situation. The meeting point is at the back of the car park where there is space to distance again once guests assemble there.

**16.Where can we eat during this period of social distancing restrictions?**

The Mildmay Colours Inn is open for food and tables are socially distanced. We have hand sanitisers available in the building and we are following the Industry's and Government guidelines to ensure the venue is safe for customers and staff. Due to the smaller number of tables available it is advisable to book a table, particularly on the busier nights such as Friday and Saturday. There are of course plenty of other pubs/restaurants in the area which are doing food and are also asking that customers pre-book in advance. We would advise that you pre-book in advance as some places won't be able to accept walk-in's due to the social distancing measures in place which has meant a reduced number of tables in a lot of places. We have listed below a few of the local places to eat below with their numbers.

The Swan Inn, Noss Mayo: 01752 873115 The Swan is only accepting bookings

The Ship Inn, Noss Mayo: 01752 872387

The First and Last Ermington: 01548 830671

The Modbury Inn: 01548 831230

The Rose and Crown, Yealmpton: 01752 880223