



WE ARE OPEN FOR BUSINESS FOR ALL GUESTS FROM THE 4TH JULY 2020. 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 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. The policy is 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 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.

General

We will be operating the 2 metres social distancing and will be wearing masks at breakfast particularly when we can not implement the 2 metres distancing. We have obviously over the last 12 weeks or more been washing our hands frequently and this will continue. 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 the Cleaning plan and 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 the pandemic is likely to be around for a few months, if not longer, we are being flexible with guests who can not travel or stay due to having the symptoms. We are happy to transfer bookings to later in the year or 2021 and transfer the deposit.

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. These have been implemented for our guests, staff and our safety during this time.

Arrival

Prior to the existence 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. If we have not been able to obtain your full check in details by email prior to arrival we will leave in your room a 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.

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. We took this over in December 2019 but it has obviously been closed since March. The pub will not be open until the end of July due to some refurbishment work being completed but once it is opened we will be running the pub so would ask that should you arrive after 6pm you come to the Mildmay Colours pub to collect your key. There will be clear signs where to come.

We will leave your key in the room, freshly sanitised. 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 on the stairs to the breakfast room or the garden area. We do have two sets of stairs so you can safely socially distance using either of the stairs. The rails will be regularly cleaned.

In your bedroom

Unfortunatley 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 but now left in a plastic bag and sealed. So again if you do not use it it will be safely secured in the sealed bag.

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 to be fully stocked. 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 in a plastic bag to take back down 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 have also decided to leave a cleaning schedule confirming everything that has been cleaned in each room for transparency. 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

Breakfast sittings start at 8.30am but will be on a time slot basis. For July we have decided to keep to the 2 metre social distancing in the breakfast room which will mean that we can only cater for 2 rooms at a time and breakfast will be arranged on a slot basis. The

slots will be arranged so you don't all come up at the same time. We have thought about reducing it to 1 metre plus but the plus means extra measures being put in place such as a screen in the breakfast room which will make it less friendly. 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 a number of 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. We have designed a small grab and go breakfast menu if you would like a breakfast to go. We will be moving the breakfasts over to the pub at the beginning of August where there will be more room and numbers will not have to be limited.

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 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. The credit card machine is upstairs in our reception area and will be cleaned before hand and we will step away whilst you make the 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.

Should you feel unwell during your stay

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.

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, email: theivybarn@gmail.com