

COVID-19 Statement – 28/06/20 updated 19/10/20

We are still the same friendly and helpful B&B we were before COVID-19 but we will need to make a few changes which were identified in our COVID-19 risk assessment to reduce the risk to our guests and ourselves.

We please ask guests not to come and stay with us if they have been suffering from symptoms of COVID-19 within 2 weeks of their stay.

Due to the Government guidance that people in Tier 3 should not travel to other parts of the UK or stay overnight outside their area; we are sorry but we cannot have guests come and stay with us if they live in a Tier 3 area. Should your area be moved into Tier 3 after booking with us please get in contact with us (if we don't get in contact with you first) to either cancel or postpone your stay.

Changes during your stay:

- 1) We will only be letting out 2 of our 3 rooms – room 1 will not be in use
This will enable room 2 (downstairs) and room 3 (upstairs) to have separate entrance and exits from the B&B and limit the number of potential pinch points. The maximum number of guests at any one time will be 4.
- 2) We will only be able to offer a minimum of 2 night stays due to the additional cleaning and sanitising required and to try and limit the number of guest arrivals & departures; therefore minimizing the number of guest interactions at any one time.
- 3) Hand sanitisers will be available on entrance to the B&B and in the dining room and we ask guests to remember to wash their hands regularly.
- 4) The lounge will be for the sole use of room 2 as room 3 is much bigger and does have its own seating.
- 5) We will still be serving a cooked breakfast and all our other alternatives but there will be no buffet style service of cereals etc. We will be asking guests to select the night before on a laminated sheet and to have their breakfast at a specific time to avoid any potential pinch points. Guests will be designated a specific table in the dining room for the duration of their stay.
- 6) Additional cleaning will be taking place between bookings so unfortunately we will need to stick to our check in times of 4 – 7pm and check out will now be 10 am to allow extra time for the extra cleaning and the ventilation of the rooms
- 7) We will be asking guests to leave their rooms tidy when going out for the day and to open the windows. We will be cleaning rooms during guest stays but we will only be able to empty bins, freshen the hospitality tray and thoroughly clean the en-suite, door handles and surfaces with anti-viral cleaner. Unfortunately, we will not be able to make your bed or move things around or off the floor.
- 8) Pillows, mattress protectors and duvets will be rotated as will chairs from the bedrooms and the lounge.
- 9) We have had to remove a few non-essential items from the bedrooms and lounge – these include throws, blankets, cushions, hot water bottles, hair dryer, books and games. Should you wish to use any of these please just let us know.
- 10) If guests wish to eat or drink at the Queens Arms, the local pub, they will need to book a table in advance; we are more than happy to do this for guests if they wish. If guests are uncomfortable about eating in the pub the Queens are offering a takeaway service which can be brought back to the dining room at Park Bottom.

11) If a guest feels unwell during their stay with us we ask that they let us know ASAP. The guest will need to leave immediately if they can and go home and follow the Government guidance. This also applies should a guest receive a Track and Trace call.

We hope our guests understand why we have felt it necessary to make these changes and would be grateful for feedback or to be alerted of anything you feel we have missed.

Jane & Phillip Sheard