

## **Covid-19 Our commitment to your safety**

We fully understand that we now live in a different world, and our customers will want to know that we are doing everything we can to keep our establishment safe and hygienic. We understand that everyone also has their own subjective opinion about the virus. But we have to take the risk very seriously. Accommodation establishments remain a high-risk environment simply because we welcome customers from all over the world.

The data concerning corona virus infections in our region and our population do not accurately represent the level of risk of hotels. The slightest relaxation of our protocols on your part or on our part could lead to the closure of our business, the cancellation of holiday plans for our future customers and of course, our health. This is a scenario that we will do everything we can to avoid.

As a result, we have changed many of our daily practices and services to minimize the risk of contracting and spreading the corona virus. All of these rules will be constantly revised and subject to change, in accordance with government advice and “best practice”. These protocols are in place to protect you, ourselves and other hotel guests. We want you to understand and respect them.

We have reviewed our services and revised some of our practices which mean less face to face contact with guests. This is a strange concept for us as we have built our reputation on warm, family run hospitality. We have put together the following information to help you feel confident that you may book with us in safety.

### **FLEXIBLE RESERVATION POLICY COVID-19 RISK ASSESSMENT COVID- 19 GUEST INFORMATION SHEET**

Regardless of the changes, we will do our best to ensure that you will have a restful happy stay and enjoy your holiday.

#### **FLEXIBLE RESERVATIONS ON DIRECT BOOKINGS**

Direct bookings will benefit from our Flexible Reservation Policy. This means more flexible terms in the event of Covid-19 interfering with your plans. If you need to postpone your stay due to Covid-19, we agree to transfer your deposit to alternative dates without penalty (subject to availability). All we ask is that you let us know 8 or more days before the original arrival date. Not only will you get a lower rate for booking direct, but communication between us is without third party complications. This way, we can offer a better level of service, taking into consideration the individual needs of our guests

#### **COVID-19 RISK ASSESSMENT**

A full Covid-19 Risk Assessment has been carried out as required by the Government guidelines. This will be reviewed regularly and revised as required.

#### **COVID- 19 GUEST INFORMATION SHEET**

Our Covid-19 Guest Information Sheet explains revisions to our services and measures designed to protect us all. The lead guest for every booking will receive a copy prior to arrival.

#### **ARRIVE SAFELY**

Check in time is not before 4pm to allow time for cleaning. If check-in is likely to be later than 8pm or you are delayed please contact us to confirm your E.T.A. Check out is by 10am. On departure please open all windows to ensure the property is well ventilated before housekeeping is carried out.

Check-in and check-out will be done with “social distance” in mind. The payment of your stay will be made remotely, using the bank card of your choice 24 hours prior to arrival, the payment receipt for your stay will be automatically sent by email on the day of your departure after breakfast. Payment for any additional items or services used during your stay will be taken at the end of your stay by card payment.

On arrival, we'll explain our daily plan to resupply towels, toilet rolls and refresh your beverage tray. In line with the Government requirement to wear masks in retail premises and enclosed public spaces, you are advised to bring your own masks and any other PPE for use whilst you are staying with us or when you are out and about.

## **STAY SAFELY**

For as long as it is deemed appropriate, we will wear masks in all customer areas and we will ask our customers to respect the social distance between us.

If there are other guests staying with us, when you walk in the public areas of our B & B where the chances of contact with other customers are increased, we ask you to wear a face mask and respect the social distance.

Hand cleaning with an appropriate solution whilst at our establishment is compulsory. Hand sanitiser will be available in your room so that you can use it before and after visiting public areas. Please do not remove the hand sanitiser from your room or we will have to make a charge.

## **SLEEP SAFELY**

Bedrooms will be left vacant for a period of 72 hours between the different guests to limit the potential presence of residue of any virus on the surfaces, and to allow us an intensive cleaning of the rooms. For your safety, we have completely revised our cleaning regime for rooms and public spaces. Specific rooms may not be available as rooms will be allocated so as to allow this safe period between guests.

Some soft furnishings and decorative bed items (bed runners, patterned cushions) will be removed from our beds during the health crisis. Each bed will always offer freshly and hygienically cleaned linen

For stays of more than one consecutive night, during this period of higher risk, and in order to respect your personal space we will not perform servicing on your room during your stay. However, new towels and other supplies will be available upon request. Tea and coffee making materials will be provided each day as required.

## **EAT SAFELY**

At the present moment we will be offering a cooked breakfast, details will be provided on our website or in your room. Our breakfast offering may be subject to change dependent upon the circumstances and current level of risk. If the situation changes we will provide with you an update in reasonable time.

Our conservatory is open as a breakfast room for residents only. Breakfast can be eaten on our outdoor patio if you wish and if the weather conditions are favourable. Breakfast will be served in 45 minute pre-booked sittings, only one household at a time. We will send you a digital pre-order for your breakfast every evening you stay with us. Time slots will be on a "first come-first served" basis.

We ask all guests to remain seated at their table at all times and we ask all parents / guardians to ensure that children also comply with this rule. Customers must disinfect their hands before arriving and also after leaving the breakfast room.

To help reduce the risk of contamination, we ask that you do not change your seat after you are seated.

## **FURTHER INFORMATION**

Please note that there are restrictions on the evening meals available in Ennerdale Bridge. The only options are the Shepherds Arms and the Fox and Hounds which are the operating within the social distancing guidelines and booking (24hrs notice) is essential for meals or drinks. For guests staying with us for one night only, please book your evening meal in advance and mention that you are staying at Ghyll Farm B & B.

Registration of guests is a legal responsibility for us and all guests must provide contact details for the lead guest prior to occupation. We may be asked to share this information with the Government Test and Trace programme.

If you wish to contact us during your stay (e.g. to request additional crockery or cutlery) please text or WhatsApp us on 0044 7941585266 or email [guest@ghyllfarm.co.uk](mailto:guest@ghyllfarm.co.uk). If necessary there is a doorbell on our exterior doors and we are happy to speak to you whilst maintaining a 2m distance preferable outdoors.

We are unable to store food, consumables or items belonging to guests.

Due to the risk of spreading infection, please do not stroke the cat or allow him into guest rooms.

If one of our customers shows non-compliance with our policies and government directives, they will be asked to leave the premises immediately. Billing for the stay will remain applicable.

If any guest shows symptoms of a virus which could harm other guests or us, they must inform us immediately so a safe course of action can be agreed. They will be asked to leave the premises immediately, the stay will be invoiced. If you or any of your party are contacted by Track and Trace before visiting our premises informing you that you have been in contact with someone with Covid-19, please contact us immediately. This way, we can amend your reservation in accordance with our Flexible Reservation Policy.

If you have any Covid symptoms or have been in contact with anyone who has the virus or symptoms before visiting our premises please contact us directly so that we can cancel your reservation. You must then follow the government guidelines for self-isolation.

We ask you to contact us before your stay so that we can confirm any limitation to our services and any potential updates to our policies that are in place to protect you and us. We encourage you to download this document to confirm all of our revised rules

And please don't forget - Until further notice, you must ensure that your reservation meets current government travel restrictions

*Despite the necessary rules and restrictions, we want to assure you that we will continue to offer you our best service and we will continue to do everything we can to make your stay as pleasant as possible.*

*We thank you for understanding and your cooperation.*

*Christine & Roger Parker*

*Ghyll Farm B & B*