

New Government Guidelines for COVID-19

We have taken time to prepare our Risk Assessment and have taken all the Government guidelines for Covid-19 in preparation for opening and keeping our guests and neighbours safe.

Due to the Covid-19, we have decided to keep risk to a minimum by not running at full capacity and only opening 3 of our 7 rooms.

ARRIVAL & CHECK IN

On arrival guests at the Guest House there is hand sanitiser at the entrance, which we ask you to use before entering the Guest House. This will be there for you to you every time you enter the Guest House.

If there are other guests being checked in when you arrive we will ask you to please wait in your car so that we can enable the 2m social distancing.

Our short check in procedure will take place in our lounge where we can complete Guest Registration, payment and issue you with your sanitised key at a safe distance, to yourselves, other guests and ourselves. The lounge will be sanitised in between Check-ins.

Usually on arrival we provide a complimentary drink and cake. This will now be served in your room.

STAIRWAY

If you see someone coming down the stairs please stand back whilst they pass. This can be done by stepping back into your room or to one side.

BEDROOMS

All rooms will be thoroughly cleaned and sanitised before your arrival and your TV remote will have been disinfected and placed in a plastic bag.

In order to respect your safety, rooms will not be serviced until after your departure. Should you require a top up on any complimentary room items such as tea/coffee, etc, simply let us know and we will leave them at your door. If your rubbish bin needs emptying please tie it up and leave it outside your door. There will be extra bags in your bin. Any re-cycling can also be left outside your door. If we have to enter our room we will enter briefly wearing a mask and gloves to do this.

BREAKFAST

Breakfast must be pre ordered the night before on the breakfast form and placed in the basket in the entrance hall. Breakfast will be served a la carte. This is to reduce the risk of spreading COVID-19 through touch.

We will try to serve breakfast at the time you have asked, but if we feel there are too many people in the dining room together, we may ask you to be patient and wait so that we can keep the social distance between guests.

The dining area will be cleaned and sanitised throughout service and regularly throughout the day.

Before entering the dining room you **MUST** use the hand sanitiser at the dining room door on your way in.

You will be allocated a table for your stay, which will be your Room number, and we ask that you use this table throughout your stay for breakfast and if you want to use it for if bring any food/takeaways in for your dinner. The tables have been spaced to ensure good social distancing to Government guidelines.

SYMPTOMS

If a guest develops symptoms of COVID-19 ie. fever, persistent new dry cough, loss of taste or smell then you must notify us immediately. Consistent with the Government guidelines you will be asked to check out immediately and return home to self-isolate and your own home address . They should use private transport but only drive themselves if they can do so safely.

Should your symptoms become worse you should seek medical advice. If after seeking medical advice and their advice is that the guest is unable to return home and need to extend their stay, they will be restricted to their room for 14 days. Food they order through takeaways will be left outside their room and served on disposable plated and cutlery. **NOTHING** then can be removed from the room until after departure. Rooms will then be sealed off for 72 hours before being deep cleaned.

The guest will be expected to pay any additional costs for the extra days stayed. Costs will be charged to your credit card that you provided on booking/arrival.

Should we find Corona virus on site, or one of us as owners become ill and are tested positive or need to self-isolate, we may need to cancel your booking at short notice. If this happens and you have already paid a full refund or alternative dates will be offered.

We ourselves are finding this very difficult and it has stopped us from running our business as we would like to in our normal friendly way. We hope that you can bear with us as we will try to make your stay as comfortable and enjoyable as possible. If you do have any concerns please do not hesitate to be in touch.

The following recommendations will help ensure you have a great time

1 Plan ahead: We strongly recommend that you plan ahead and do your research before leaving home, including pre-booking your accommodation and any excursions and activities you are hoping to do. The English Riviera website is a great source of information.

2 Contact businesses: Not everything will be open and many businesses have altered their opening times. We recommend that you check businesses' own website or contact businesses directly to check their opening times and COVID Secure visiting arrangements.

3 Attractions: To avoid queuing and disappointments, many attractions have now introduced online pre-bookable tickets and timed visits to manage numbers. There is a risk that if you visit without pre-booking that you may not be able to visit some of our more popular attractions.

4 Restaurants: Many eateries will require you to make an advance online reservation with many Temporary Takeaway options also available.

5 Payment: Contactless payment is now common practice across the English Riviera. If you wish to pay with cash, it's advisable to check with the business before your purchase.

6 Public transport: In the UK, please be aware that it is mandatory to wear face masks on public transport.

The English Riviera is a responsible destination and COVID Government Guidance will continue to be followed by our Tourism businesses. Social Distancing and Hand Washing remain the key two actions that can help protect everyone; and many businesses have invested in providing extra hygiene COVID Secure protocols to help you stay safe.

Please follow and respect any additional measures put in place and act with consideration for those around you. Together, we need to do all that we can to protect the health of our local community and those visiting to avoid any further COVID outbreaks.

Before making the final decision to travel to the English Riviera, please read the latest official Government guidelines relating to COVID-19 to ensure you're fully informed.

We really look forward to seeing you soon.

Tommy & Diane

COVID19 SECURE, STAY ALERT, STAY SAFE,

CONTROL THE VIRUS