



# COVID-19 SAFETY

The health, safety and security of our guests is our highest priority. Please take a moment to take note of how we are providing a safe environment to welcome our guests into.

We are very excited to hopefully be reopening from Saturday 4th July 2020.

Bookings are now being taken online and via telephone 017687 72603 Please note: all Covid-19 policies are based on current UK government guidelines and are being constantly reviewed based on the latest advice. With that in mind, some of the information you receive at the time of booking may be out of date by the time you stay with us. Up to date information will be emailed out to you in the week before you are due to stay.

## COVID-19 STATEMENT

Greystoke House has always put the safety of our Guests first. With regards to Covid-19; we will strive, always, to take all the appropriate measures to reduce the risks from Covid-19 for our guests and visitors to our Bed & Breakfast.

To do this, a Risk Assessment has been completed that both identifies the possible risks and then develops the controls needed to reduce the risk. The result of this Risk Assessment is that we have invested in various types of equipment and implemented several procedures into reducing the risk of infection and demonstrate to our Guests that we offer an environment that is safe.

### THESE INCLUDE:

- Investment in sanitizing stations and equipment, PPE (personal protective equipment), and signage.
- Maintaining social distancing by reducing contact between staff and guests as much as is practical.
- Implementing procedures and protocols where social contact cannot be avoided by ensuring appropriate measures are introduced to reduce the risk of infection.
- Ensuring that cleaning and sanitising is carried out on a regular basis, to the highest of standards in all areas of the house.
- By ensuring adequate facilities and materials for effective hand sanitising are made available for staff and guest use in all public areas.
- By ensuring the latest up to date information on Covid-19 from the UK

Government is made readily available in the form of information posters around our B&B, regular correspondence with guests, and ensuring our website is kept up to date with the latest information and guidance.

- By ensuring that in our business, customer and staff safety will always take priority over profit.

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*We will regularly review our Policy and Procedures to ensure they are as effective as possible.*

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We are committed to delivering a clean and safe environment and have created a 10-step safety and hygiene protocol to ensure our home is as clean and safe as possible. New cleaning and disinfection procedures, including the use of steam cleaning machines, increased attention to cleaning in communal spaces, protective equipment, and updated training are included in the new steps.

These steps describe specific processes and measures that are designed to make you feel confident when you visit us.

To learn more, read our 10-step plan to keep everyone safe:

# COVID-19 10 STEP PLAN

## 1. SOCIAL DISTANCING

We are implementing social distancing measures throughout the B&B.



## 2. WELCOME PACK / CHECK IN

We are providing clean and disinfected keys upon check-in, along with a pack of useful information emailed prior to arrival. This should reduce time checking-in. We will be administering temperature checks for staff, and guests when they first arrive at Greystoke House.



## 3. SANITISING STATIONS

We are installing alcohol-based hand sanitising points in the entrance and in public areas. We expect people to sanitise their hands before entry or exit.



## 4. STAFF PPE

We are providing staff with personal protective equipment.



## 5. BREAKFAST SERVICE

We are spacing tables apart to provide social distancing, table service only, regular cleaning and overnight ventilation. No items will be served as buffets. We are adhering to the strict safety procedures while serving all food and beverages.



## 6. INCREASE CLEANING AND DISINFECTING

We are increasing cleaning and disinfecting frequency throughout the B&B, paying attention to high-touch items. We are ventilating public areas as much as possible to allow increased air circulation.



## 7. BEDROOM CLEANING

Rooms will be serviced between 11am and 1pm. We will not service the room if any guest remains in their room. We will be deep cleaning after every stay including use of a steam cleaner. Rooms will be ventilated after it has been cleaned and the room vacated for at least 24 hours before the next arrival.



## 8. LINENS

Our laundry provider (Shortridge) have implemented strict guidelines and are washing all items to BS EN 14065 & HTM 01-04 ensuring hygienically clean linen. We are washing all items we clean ourselves at a temperature above 60°C for optimal disinfection.



## 9. METHODS OF PAYMENT

Guests will be emailed links to our secure payment site so they will be able to pay during their stay. We are only accepting cards / electronic payments. No cash please.



## 10. EXPRESS CHECKOUT

We are providing an express check-out process to minimize contact with team members.



## BREAKFAST SERVICE

Our dining room will only be open during service times in the morning, with social distancing guidelines in place. This means that our guests will be required to arrive only at the time stated and to depart within 40 minutes so that we can clean effectively between guests.

- Your orders will be taken the evening before (at the latest) using our online system
- Servers will be wearing face masks, and abide to a strict hand washing and sanitising regime.
- At your table once you are seated, please do not move around the dining room.
- All your breakfast items including your cereals, food and drink will be served to your table.
- Hand sanitiser is available throughout the B&B at key points, please make use of this as you enter the building and the dining room.
- Tables will be socially distanced to ensure social distancing is in place.

## CANCELLATION POLICY

### **Non-Refundable Room Purchase**

If your stay was booked later than 23<sup>rd</sup> March and requires full payment at time of booking it will be non-refundable. However,

if you wish to cancel your stay more than 5 days before arrival, your pre-payment can be used for a future stay booked within the next 12 months. Stays cancelled less than 5 days before arrival will not be transferred to another date.

### **Deposits**

If your stay requires a deposit, this will require a non-refundable deposit equivalent to one night at the time of booking. However, if you wish to cancel your stay more than 5 days before arrival, your deposit can be used for a future stay booked within the next 12 months. Stays cancelled less than 5 days before arrival will not be transferred to another date and the full balance remaining becomes due for payment.

### **Cancellations**

If you wish to cancel your stay more than 5 days before arrival, your deposit or pre-payment can be used for a future stay booked within the next 12 months. Stays cancelled less than 5 days before arrival will not be refunded or transferred to another date.

In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so. However, you have the right to: accept the changed arrangements as notified; or make

alternative arrangements with Greystoke House; or cancel your reservation and receive a full refund of any monies which you have paid to Greystoke House in respect of your reservation (please note that we shall not be liable for any sums which you have paid to any other persons/parties in connection with your reservation).

*For the avoidance of doubt, we shall have no further liability to you for any changes to or the cancellation of any online booking. We strongly recommend you purchase travel insurance.*

We are certain that this sounds very different from your usual expectations, especially if you have visited us prior to Covid-19, but we hope you will understand why we have decided to put these policies in place.

Thank you for your understanding  
Jonathan and Emma Sanderson