

## **COVID-19 Secure Policy The Wycliffe Guest House**

The world is a very different place since the Coronavirus pandemic and we want to reassure you that you can have confidence when staying with us.

We have changed some of the things we do to ensure the safety of everyone in the building so please do read through this list as some of these will affect your stay.

### **Before you arrive**

As per Government advice, please do not travel to us if you or anyone in your party is showing any of the common symptoms of Coronavirus (i.e. fever, persistent cough, loss of taste or smell). We will happily rearrange your stay for a future date at no penalty, even at the last minute.

If a track and trace app is available at the time of your stay, please download it to your phone before you set out on your journey.

### **Arrival**

During this current period, we would appreciate it if you could avoid using public transport to arrive where possible thereby minimising the chance of infection en-route. We have plenty of parking available.

We would remind you to limit contact with other people and keep at least 1m social distancing at service stations, restaurants and attractions and use sanitiser, wipes and face coverings where appropriate.

### **Check in**

Please let us have an approximate check in time and where necessary, we may ask you to move your check in time slightly to avoid another guest arrival.

If you do arrive at the same time as another guest, please wait in your car until they have moved to allow social distancing. Likewise, if you

arrive at the front door and see someone is already in reception, please wait in the garden until they have moved on.

Hand sanitiser and wipes is available in the reception which we encourage you to use whenever you enter and exit the building.

All documentation is usually completed online before your arrival date so there should be nothing to complete or sign. Your key will be placed on the reception desk which will have been sanitised before your arrival

If you do not require luggage assistance, we will not come to the room with you and instead will direct you to it. If you would like us to carry your bags to your room, we will follow you at a safe distance and place your bags outside your door. We will sanitise our hands immediately before and afterwards.

We will not require you to wear a face covering whilst staying with us as long as you try to remain 2m away from us and other guests, you are welcome to wear one if you prefer.

### **Corridors and stairways**

If you see someone coming down the corridor or stairs, please stand back and allow them to pass safely. This can be done by going back into your bedroom or standing momentarily in the guest lounge or pub. We would suggest you allow priority to those coming up the stairs. We will stagger breakfast if possible, to minimise guests meeting en-route to the breakfast room.

### **Your bedroom**

All decorative items will have been removed from bedrooms to make cleaning and sanitising easier. All linen and towels in your room are laundered at high temperatures using appropriate cleaning chemicals.

We have removed most single use amenities in the bathrooms and our hospitality tray offering is limited to minimise the number of touch points. All items will still be available but on request by ringing the attendance bell in the reception area

## **Cleaning**

We've always had extremely high cleaning standards and use approved cleaning products.

We regret that we can't clean your room daily if you are staying with us for four nights or less. On the fifth day you will be offered room cleaning service and this is your choice. If room cleaning service is requested you must vacate the room whilst it is being cleaned.

We will however provide you with any additional consumables (e.g. toilet rolls, tissues etc.) on a daily basis and this can be requested by ringing the attendance bell in the reception area.

We ask that you place any bins that need emptying outside your bedroom door before 10am with the inner bin liner bag securely tied for collection along with any dirty crockery. The bin liner bag will be removed and a new bin liner bag inserted in the bin and we will leave clean crockery outside your door.

COVID-19 is an 'enveloped' virus and as such is within a group of viruses deemed easier to kill whilst outside of a living body through the use of an effective sanitising agent. We use a sanitiser that is more than capable of killing enveloped viruses within a limited contact time. We have always used this product for cleaning throughout the building including bedrooms, toilets, breakfast room, guest lounge/bar and kitchen.

We are carrying out additional regular cleaning where necessary, in particular guest touch points like handles and stair rails.

Appropriate PPE (personal protective equipment) including a face mask, plastic apron and nitrile gloves are used when cleaning rooms and we wash our hands frequently and especially before entering and when leaving a room.

## **Breakfast**

We have limited the number of tables in the breakfast room along with back to back positioning of chairs in order to maintain social distancing of at least 1m

There are designated breakfast time slots in order to stagger guests in our breakfast room and you are asked to pre-order your breakfast by completing the breakfast order list (located on the reception desk) by 10pm the night before - indicating breakfast choice/preferences and choosing an assigned time.

Tables will be allocated on a per room basis at the assigned time (45-minute slot) so as to observe social distancing rule.

A continental style takeaway breakfast option is also available if you are requiring an early start and the packaged meal will be placed on the reception desk for collection at the assigned time.

Our breakfast buffet items will unfortunately not be available for self-service, we will however be on hand to serve you items available such as cereals, juices etc.

Salt, pepper and sugar will now be available via disposable sachets and jams and butter will be available on request rather than on your table.

In order to limit the number of surfaces being touched we will ask you to remain at your allocated table once seated and if you are accompanied by children, we kindly request that you supervise them at all times and ensure they follow social distancing guidelines.

Your hot breakfast will be served directly to your table and all crockery, cutlery, glasses and unused condiments will be cleared after you have vacated the table.

All contact surfaces including tables and chairs will be wiped down with sanitiser before the next seating and cutlery crockery and glasses will be cleaned and dried using a dishwasher set at the highest temperature setting available

We have held a 5-star hygiene rating since we opened and will always adhere to the highest standards of cleanliness and food safety.

Our guest toilets will be unavailable and you are requested to use the toilet in your en-suite bathroom.

## **Restaurants**

Many of the restaurants within walking distance of us will be reopening and we suggest you check each individual place's website or social media for further information. You are strongly advised to book restaurants for all nights of your stay well in advance due to possible restrictions on the number of places open and their numbers of tables.

## **Check out**

Before check out please open windows in the room for ventilation and leave out anything you have used during your stay to allow us to sanitise them.

Your key can be placed in the box in reception so that we can sanitise before the next guest.

## **Payment**

Pre-payment is the preferred option. If you need to use the credit card machine this will be done with social distancing and sanitation as top priority. Where possible contactless is preferable.

We will key the payment amount into the card machine then sanitise the keyboard using antibacterial wipe and step back into the reception area to allow you step up to insert your card and pin number into the card machine. Once the transaction has been approved you may tear off the receipt, remove your card from the machine and step back into reception area. We will then step up to the card machine, complete the transaction and re-sanitise the card reader.

## **General**

Should you feel unwell during your stay with any of the Coronavirus symptoms (i.e. fever, persistent cough, loss of taste or smell) you must notify us immediately. Consistent with Government guidance, you will be asked to check out immediately in order to self-isolate at your home address.

Should your symptoms become worse you should seek medical advice.

Where travel is not possible, you will be liable for all costs incurred by us and extra nights and/or services provided. This may include re-housing guests who were do to occupy your bedroom.

Where conversing with guests is only possible closer than 1m, we will wear a face covering and you are welcome to wear one if you prefer (you will need to provide your own).

Should you use our common areas, including the garden, please remain at least 1m from other guests.

Fire doors throughout the building are held open so there are no doors to open apart from your own bedroom door. On hearing the fire alarm, please evacuate as normal and keep at least 1m from other guests where possible and whilst standing outside in the car park.

The honesty bar will be unavailable for the moment but we're happy to serve you a drink should you require one. For service please ring the attendance bell in the reception area.

Should we find coronavirus on site, or one of us test positive or need to self-isolate, we may need to cancel your booking at short notice. Should this happen, a full refund or alternate dates will be offered.

Whilst out and about during your stay please recognise the importance of our local community and respect social distance and good hygiene practice in all contacts and activities. Where it is not possible to maintain at least a 1m distance please consider wearing a face covering where applicable.

*The above represents a sample of the new and continued health and safety measures being implemented by the Wycliffe Guest House and is not intended to be all-inclusive, but to offer an overview of how we are working to safeguard the health and wellbeing of our guests and ourselves.*

If you require any help or have any questions before your stay please email us on [wycliffegh@gmail.com](mailto:wycliffegh@gmail.com) or call us on 01303 252186.