

COVID-19 Secure Policy

The Wycliffe Guest House

You will find details below of the actions we are taking based on the latest Government guidance for hospitality businesses from 19th July 2021.

If the advice changes again in the future we will update this policy accordingly, so if your booking is some way off you may wish to check back nearer the time and have another read.

We're continuing to keep you and us safe by taking sensible and proportionate actions.

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 (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.

Check in

All documentation is usually completed online before your arrival date so there should be nothing to complete or sign.

You are welcome to also "check in" using the NHS App, but you are not required to do so.

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

If you do not require luggage assistance, we will not come to the room with you and instead will direct you to it.

It is no longer mandatory to wear a face covering in the public areas, you are however more than welcome to do so if it makes you feel more comfortable. We will continue to routinely wear face masks whilst checking you in/out and during face-to-face contact such as when serving your breakfast.

Cleaning

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

Daily room cleaning is now available and is an optional service. We would request that you put the "please clean room" door hanger on the outside of your bedroom door before 10:30am if you want us to make up your room or replenish the hospitality tray. If there is no notice on your door, we will not enter your room at all.

Appropriate PPE (personal protective equipment) is used when cleaning rooms and we wash our hands frequently and especially before entering and when leaving a room.

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

Breakfast

We have continued to limit the number of tables in the breakfast room along with back-to-back positioning of chairs in order to maintain some social distancing.

There are designated breakfast time slots in order to stagger guests in the 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.

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

All condiments including salt, pepper, sugar, jams etc. will still be available via disposable sachets and will now be on your table.

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

Restaurants

Many of the restaurants within walking distance of us have reopened 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 particularly during the summer when weekends are especially busy.

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.

General

Should you feel unwell during your stay with any of the common Coronavirus symptoms (fever, persistent cough, loss of taste or smell) you must notify us immediately.

Consistent with Government guidance, you will be asked to register using our postcode for a test immediately and where possible check out immediately in order to self-isolate at your home address whilst you await your results.

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 due to occupy your bedroom. You will not be able to leave your bedroom unless you receive a negative test result and should await further medical and Government advice.

We have all received our Covid-19 vaccinations in early April and June.

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. Where this happens, we will offer a full refund of any deposit, or alternate dates for re-booking.

It is advisable to continue to wear a face covering under some circumstances such as on busy public transport, in crowded shops, and indoor tourist attractions, or where requested to do so by a local business owner.

The above represents a sample of the 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 or call us on 01303 252186.