

South Lodge COVID 19 procedures for guests and staff

The following text is a sample sent to guests before staying. It is intended to show we are carrying out procedures as advised by UK Hospitality (<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>), the government's recommended source of guidance.*

More information including risk assessment is available on request. Any questions call Julia Cox, the owner directly on 07989 541182 or email stay@southlodgebandb.co.uk

- **YOUR ROOM:** Staff are changing rooms wearing protective clothing, using specific types of materials and work in a methodical way to prepare a safe environment for the guests and themselves. They do not have any requirement to come into the main house or at times guests are present so work safely in isolation.
- Rooms are left at least 24 hours between bookings; in practise that means at least 30 hours between guests departure and arrival as a minimum. We have also reduced booking options so that no entrance is shared with other guests during your stay.
- **ARRIVAL:** All contact with myself and other occupants of South Lodge is avoided where possible, and socially distanced where not. Self check in is available for all guests, and you will be given further instructions nearer your stay.

We politely ask all guests to wash hands on arrival or interim return to room: for this purpose disposable hand towels are available at the bathroom basin. Then please confirm of your arrival by text.

- **STAY:** There will be no room cleaning during your stay; dishwashing items and cleaning cloths are available in your room. If you need a change of linen, towels or anything else it will be left outside your room and disposal bags supplied. If there are any problems or breakdowns with anything in your room you may be asked to leave your room whilst we investigate. In extreme situations where a problem cannot be resolved we will offer another room if possible.

IMPORTANT: If you develop Covid symptoms during the fourteen days before you stay or during your stay you must notify me immediately. You may also like to consider notifying us if you develop symptoms after your stay.

- **BREAKFAST:** If you have chosen breakfast it will be served in room: that means left outside your door at a specific time of your choosing. Orders will be made by text, from a menu available in your room. Your breakfast will be prepared using correctly cleaned utensils and I shall be wearing protective clothing (mask, gloves) at all time during preparation.
- **DON'T NEED BREAKFAST?** All our rooms have self catering options. Contact for details.
- **DEPARTURE:** could you please air the room before departure by opening all roof windows. They can be left open a few inches even in wet weather. Check out is the reverse process of locking all doors behind you and putting your key back in the box. If you can perhaps text confirmation that you have left.

** Official COVID guidelines for accommodation owners are constantly under review so this information and our procedures may change going forwards. As a result if you make a booking it may change by the time of your stay, but will always reflect current requirements.*