



017687 76358

COVID-19 REVISION OF SERVICE JULY 2020

We have put these measures in place according to the [guidance](#) issued by the government.

We all understand we live in a very different world to the one we once knew just a few weeks ago. We therefore ask you to bear the following points in mind when you are staying at the guest house. Thank you for co-operating.

CHECK-IN PROCEDURE

- Please call us once you have arrived in the carpark:
TIM 07881863171 **KAREN** 07496679171
- One of us will open the front door to check you in.

BREAKFAST ROUTINE

- We will e-mail the breakfast menu to you. Please return it by 8pm the night before. Each guest is required to fill in their own response.
- Please use the hand sanitiser in the hallway before entering the dining room or using the front door.
- The tables are 2m apart in the dining room and outside. Karen will leave your order on the sideboard or on an outside table for you to collect.
- Text or Whatsapp (**Karen Green**) if you need anything during breakfast.

Because we do not have a lift, we are unable to offer breakfast in your room. However, if you order the Breakfast-to-go, you are welcome to eat your meal in your room.

All condiments are served in individual sachets.

YOUR ROOM

- Fresh linen and towels are provided.
- Extra blankets, room fans and hairdryers are available on request.
- You are able to open your windows but please be aware wasps and flies can sometimes fly in.
- Extra teabags, coffee and sugar are available on request.
- Please leave the remote control inside the plastic covering.
- Leaflets and information on the area are available on request.
- We have removed decorative cushions for the time being.

HOUSE KEEPING

- We are unable to clean your room during your stay.
- If you require your bins emptying, please leave them outside your room.
- Clean linen is available on request.

OUR CLEANING POLICY

- On top of what we normally do in each room, we follow a 2-step cleaning procedure by wiping all surfaces, switches, door handles, bathroom surfaces etc. using a fragranced detergent. We then disinfect with an odourless, bacteria controlling spray which meets the [British Standards](#). Disposable cloths are used each time we clean.

CHECK-OUT PROCEDURE

- Your final balance is normally taken on line. If you need to pay for anything using our card machine, please text or Whatsapp so we can have the machine ready downstairs. We will wipe the machine after each use but if you prefer to wear disposable gloves, please ask.
- Leave your key in your room before departure.
- Feel free to sign the visitors' book with the sanitised pen but if not, a review on line would be much appreciated.

KAREN & TIM